

GSA  
Federal Supply Service  
Information Technology Schedule  
(IT 70)

**Contract Number**  
**GS-35F-5457H**  
**Period Covered by Contract:**  
**5/5/03 - 5/5/08**  
**(Revised May 16, 2007)**

**CDO Technologies, Inc.**  
**4140 Linden Avenue, Suite 202**  
**Dayton, Ohio 45432**  
**937-258-0022**  
**[www.cdotech.com](http://www.cdotech.com)**





FEDERAL SUPPLY SERVICE

INFORMATION TECHNOLOGY SCHEDULE

AUTHORIZED ADP SCHEDULE PRICELIST

GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT,  
SOFTWARE, AND SERVICES

Special Item No. 132-8-Purchase of Equipment  
Special Item No. 132-33-Perpetual Software Licenses  
Special Item No. 132-34-Maintenance of Software  
Special Item No. 132-51 Information Technology Professional Services

**CATEGORY CODES**

SIN 132-51 - Information Technology Professional Services

FPDS Class D301 Resources and Facilities Management  
FPDS Class D302 Database Planning and Design  
FPDS Class D306 Systems Analysis and Design  
FPDS Class D308-1 Programming  
FPDS Class D308-2 Millennium Conversion Services (Y2K)  
FPDS Class D311 Conversion and Implementation Support  
FPDS Class D316 Network Services' Project Management  
FPDS Class D317 Data/Records Management

SIN 132-33 Perpetual Software Licenses  
FPDS Class 7030 Perpetual Software Licenses

NOTE: Any non-professional services proposed must be incidental to and in direct support of the proposed professional services.

**CDO Technologies, Inc.**  
**4140 Linden Avenue, Suite 202**  
**Dayton, OH 45432**  
**Phone: (937) 258-0022 FAX: (937) 258-1614**  
**Web: <http://www.cdotech.com>**

*We Accept Credit Cards*

**Contract Number: GS-35F-5457H**

**Period Covered by Contract: 5/5/03 through 5/5/08**

**General Services Administration  
Federal Supply Service**

Products and ordering information in this Authorized ADP Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing GSA's Home Page via Internet at <http://www.gsa.gov>.

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# Information for Ordering Services

## 1. GEOGRAPHIC SCOPE OF CONTRACT:

The geographic scope of contract is the 48 contiguous states and the District of Columbia.

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

### Ordering Address:

Attn: Karen E. Sermersheim  
Contracts Manager  
4140 Linden Avenue, Suite 202  
Dayton, OH 45432-3036

Phone: (937) 258-0022;  
FAX: (937) 253-1614;  
E-mail: [KarenS@cdotech.com](mailto:KarenS@cdotech.com)

### Payment Address:

Attn: Karen E. Sermersheim  
Contracts Manager  
4140 Linden Avenue, Suite 202  
Dayton, OH 45432-3036  
Phone: (937) 258-0022  
FAX: (937) 258-1614  
E-mail: KarenS@cdotech.com

Government Commercial Credit Cards will be acceptable for payment. In addition, bank account information for wire transfer payments will be shown on the invoice.

Below are the telephone number(s) that can be used by ordering agencies to obtain technical and/or ordering assistance:

**(937) 258-0022**

## 3. RESERVED

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

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Contractor Establishment Code (DUNS): 83-837-6630

Block 30: Type of Contractor - A. 8(a) certified business

Block 31: Woman-owned Small Business - No

Block 34: Reserved

Block 36: Contractor's Taxpayer Identification Number (TIN): 31-1297767

**CAGE CODE: 04ZD8**

5. **FOB:**  
**Labor – Destination**  
**Equipment - Origin**

**6. COMMERCIAL DELIVERY SCHEDULE (MULTIPLE AWARD SCHEDULES):**

(a) **Time of Delivery.** CDO shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below.

<b>ITEMS OR GROUPS OF ITEMS (SIN or Nomenclature)</b>	<b>DELIVERY TIME (DAYS ARO)</b>
132-8.....	As specified in Task Orders
132-51.....	As specified in Task Orders
132-33.....	As specified in Task Orders
132-34.....	As Specified in Task Orders

**(b) Expedited Delivery Times.**

CDO will process expedited delivery orders on a case-by-case basis. Whenever possible the Government's request for expedited delivery time will be honored.

**(c) Overnight and 2-Day Delivery Times.**

In the SIN area in which CDO is offering professional information technology services, overnight and 2-day delivery are generally not required. Examples when such requirements would need to be met are if a set of diskettes containing software test cases would need to be sent to a test site. In such cases, CDO will employ an overnight or 2-day service such as Federal Express or UPS or the U.S. Postal Service.

**(d) Urgent Requirements.**

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact CDO for the purpose of obtaining accelerated delivery. CDO shall reply to the inquiry within 3 workdays after receipt. (CDO shall confirm telephonic replies in writing.) If CDO offers an accelerated delivery time acceptable to the ordering agency, 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:**

Government Educational Institutions receive the same discounts as other Government agencies.

**8. PRODUCTION POINTS AND STATEMENT CONCERNING FOREIGN PRODUCED ITEMS:**

CDO Technologies is located as follows:

ADDRESS: 4140 Linden Avenue, Suite 202  
CITY: Dayton  
STATE: Ohio  
COUNTY: Montgomery  
ZIP CODE: 45432-3036

There are no foreign produced items.

9. **STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:**

Not Applicable

10. **SMALL REQUIREMENTS:**

**The minimum order to be issued is 40 hours**

11a. **MAXIMUM ORDER:**

1. The maximum dollar value for the following Special Item Numbers (SINs) is \$500,000
2. Special Item 132-8 – Purchase of Equipment
3. Special Item 132-33 – Perpetual Software Licenses
4. Special Item 132-34 – Maintenance of Software Licenses
5. Special Item 132-51 – Information Technology Professional Services

11b. **ORDERS THAT EXCEED THE MAXIMUM ORDER:**

1. In accordance with FAR 8.404 there may be circumstances where an ordering activity finds it advantageous to request a price reduction such as where a quantity of an individual order clearly indicates the potential for obtaining a reduced price.

To assist the customer agencies to determine when they should seek a price decrease, a level called a maximum order has been established under the contract. When an agency order exceeds this amount, it is recommended that the ordering activity contact the contractor for a reduced price.

2. CDO Technologies may:
  - (a) offer a new lower price for this requirement (the Price Reduction clause is not applicable to orders placed over the Maximum Order in FAR 52.216-19.)
  - (b) offer the lowest price available under the contract; or
  - (c) decline the order; orders must be returned in accordance with FAR 52.216-19
3. A delivery order for quantities that exceed the Maximum Order may be placed with CDO Technologies, Inc. in accordance with FAR 8.404. The order will be placed under the current contract.
4. Sales for orders that exceed the Maximum Order shall be reported in accordance with GSAR 552.238.72.

12. **FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:**

Federal departments and agencies 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 offices, shall be responded to promptly by CDO.

12. (a) **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 the 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.

**12. (b) FEDERAL COMMUNICATIONS STANDARDS (FED STDS):**

Telecommunication products under this Schedule that do not conform to Federal Communication Standards (FED-STDS) should not be acquired unless a waiver has been granted in with the applicable "FED STD." Federal Telecommunications Standards are issued by the U. S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to the National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply 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.

**13. SECURITY REQUIREMENTS:**

In the event security requirements are necessary, the ordering activities may incorporate, in their delivery order(s), a security clause in accordance with current laws, regulations, and individual agency policy; however, the burden of administering the security requirements shall be with the ordering agency. If any costs are incurred as a result of the including of security requirements, such costs will be negotiated with the CDO Technologies on an open market bases, outside the scope of this contract.

**14. CONTRACT ADMINISTRATION FOR ORDERING SERVICES:**

Any ordering office, 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 the provisions of FAR 52.249-1, 52.249-2, and 52.249-8.

**15. GSA ADVANTAGE!**

The 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 category (ies).

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (e.g., NetScape). The Internet address is:

<http://www.gsa.gov>.

**16. USE OF FSS ITS SCHEDULE CONTRACTS:**

In accordance with FAR 8.404:

- a. Ordering activities can place orders of \$2,500 or less with any GSA Federal Supply Schedule contractor. GSA has already determined the prices of items under these contracts to be fair and reasonable.
- b. To reasonably ensure that the selection represents the best value and meets the agency's needs at the lowest overall cost, before placing an order of more than \$2,500, an ordering activity should--
  - (1) Consider reasonably available information about products offered under Multiple Award Schedule (MAS) contracts; this standard is met if the ordering activity does the following:
    - (i) Considers products and prices contained in any GSA MAS automated information system (e.g., GSA Advantage!); or
    - (ii) If automated information is not available, reviews at least three (3) pricelists.

(2) In selecting the best value item at the lowest overall cost (the price of the item plus administrative costs), the ordering activity may consider such factors as--

(i) Special features of one item not provided by comparable items which are required in effective program performance

(ii) Trade-in considerations

(iii) Probable life of the item selected as compared with that of a comparable item.

(iv) Warranty conditions

(v) Maintenance availability

(3) Give preference to the items of small business concerns when two or more items at the same delivered price will meet an ordering activity's needs.

c. MAS contractors will not be required to pass on to all Schedule users a price reduction extended only to an individual agency for a specific order. There may be circumstances where an ordering activity finds that a Schedule product is available elsewhere at a lower price, or where the quantity of an individual order clearly indicates the potential for obtaining a reduced price.

d. Ordering activities should document orders of \$2,500 or less by identifying the contractor the item was purchased from, the item purchased, and the amount paid. For orders over \$2,500, MAS ordering files should be documented in accordance with internal agency practices. Agencies are encouraged to keep documentation to a minimum.

#### **17. 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.

(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by CDO Technologies.

b. The above is not intended to enlarge the scope of this Schedule contract for individual orders. Terms and conditions of any orders are limited strictly to those specified in the Schedule contract and pricelist and agreed to by GSA.

#### **18. 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, with no exceptions.

Upon request by CDO Technologies, the Government may provide CDO with logistics support, as available, in accordance with all applicable Government regulations. Such Government support will be provided on a reimbursable basis, and will only be provided to CDO's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract (Purchase, Maintenance, and Repair Service).

**19. YEAR 2000 WARRANTY - COMMERCIAL SUPPLY ITEMS**

CDO Technologies warrants that each hardware, software, and firmware product delivered under this contract and listed below shall be able to accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the Twentieth and Twenty-first Centuries, including leap year calculations, when used in accordance with the product documentation provided by CDO Technologies, provided that all listed or unlisted products (e.g., hardware, software, firmware) used in combination with such listed product properly exchange date data with it. If the contract requires that specific listed products must perform as a system in accordance with the foregoing warranty, then that warranty shall apply to those listed products as a system. The duration of this warranty and the remedies available to the Government for breach of this warranty shall be as defined in, and subject to, warranties contained in this contract, provided that notwithstanding any provision to the contrary in such commercial warranty or warranties, the remedies available to the Government under this warranty shall include repair or replacement of any listed product whose non-compliance is discovered and made known to CDO in writing within ninety (90) days after acceptance. Nothing in this warranty shall be construed to limit any rights or remedies the Government may otherwise have under this contract with respect to defects other than Year 2000 performance.

**Terms and Conditions**

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY PROFESSIONAL SERVICES (Special Item 132-51) FOR GENERAL PURPOSE INFORMATION TECHNOLOGY SERVICES**

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT (SPECIAL ITEM NUMBER 132-8)**

**1. MATERIAL AND WORKMANSHIP**

All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

**2. ORDER**

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the Contractor will be obligated to meet the delivery and installation date specified in the original order. For credit card orders and BPAs, telephone orders are permissible.

**3. TRANSPORTATION OF EQUIPMENT**

FOB ORIGIN. Prices cover equipment only. Shipping will be accomplished as specified in order and separately billed.

**4. INSTALLATION AND TECHNICAL SERVICES**

**NOTE: All 132-08 items are normally self-installable.**

**a. Installation**—When the equipment provided under this contract is not normally self-installable, the Contractor's technical personnel shall be available to the Government, at the Government's location, to install the equipment and to train Government personnel in the use and maintenance of the equipment. The charges, if any, for such services are listed below, or in the price schedule: (N/A)

**b. 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 requirement of the Davis-Bacon Act applies. The requisitioning 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.

**c. *Operating and Maintenance Manuals***—The Contractor shall furnish the Government with one

(1) Copy of all operating and maintenance manuals which are normally provided with the equipment being purchased.

**5. INSPECTION/ACCEPTANCE**

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Government reserves the right to inspect or test any equipment that has been tendered for acceptance. The Government may require repair or replacement of nonconforming equipment at no increase in contract price. The Government must exercise its post-acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

**6. WARRANTY**

**a.** Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract. For SIN 132-8 line items for which CDO is the Original Equipment Manufacturer, CDO warrants that, for the warranty period specified in the applicable Product Schedule(s), CDO shall repair or replace any defective parts, free of charge, provided Licensee notifies CDO of the defect within the warranty period. Any repair or replacements shall be done at a CDO authorized repair facility. Licensee is responsible for all shipping costs. All repairs and or replacements are warranted for the remainder of the original warranty period only. The warranty is void if the defect has resulted from accident, abuse, misuse, modification, unauthorized repair or service, operation in a manner contrary to the accompanying instructions, freight damage or damage caused by circumstances beyond the control of CDO such as, but not limited to, lightning or fluctuations of electrical power.

**b.** The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

**c.** Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the Government for consequential damages resulting from any defect or deficiencies in accepted items.

**d.** If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows: CDO Inc. 4140 Linden Avenue, Suite 202, Dayton Ohio 45432

**7. PURCHASE PRICE FOR ORDERED EQUIPMENT**

The purchase price that the Government will be charged will be the Government purchase price in effect at the time of order placement, or the Government purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever is less.

**8. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

**9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT**

When an agency determines that Information Technology equipment will be replaced, the agency shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).

**TERMS AND CONDITIONS APPLICABLE TO PERPETUAL SOFTWARE LICENSE (Special Item 132-33) AND MAINTENANCE (Special Item 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE**

**1. INSPECTION/ACCEPTANCE**

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

**2. GUARANTEE/WARRANTY**

a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

**3. TECHNICAL SERVICES**

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 937-258-0022 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 9:00 a.m. to 5:00 p.m. EST, Monday through Friday.

**4. SOFTWARE MAINTENANCE**

a. Software maintenance offerings are listed within each manufacturers listing of products

b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF INVOICE.

**5. MAINTENANCE PERIODS (132-34)**

a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.

b. Maintenance may be discontinued by the ordering activity on thirty (30) calendar day's written notice to the Contractor.

c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the maintenance period shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the maintenance orders citing the new appropriation shall be required, if the maintenance is to be continued during any remainder of the contract period.

d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the maintenance is to be terminated at that time. Orders for the continuation of maintenance will be required if the maintenance is to be continued during the subsequent period.

**6. UTILIZATION LIMITATIONS - (132-33, AND 132-34)**

a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

(1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

(2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent agency. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple ordering activities have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user activities and third parties may use the computer program to enter, retrieve, analyze and present data. The user agency will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user agency's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the government who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of disaster recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions. (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

**7. SOFTWARE CONVERSIONS – (132-33)**

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version.

**8. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

**9. RIGHT-TO-COPY PRICING**

The Contractor shall insert the discounted pricing for right-to-copy licenses, when applicable.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY PROFESSIONAL SERVICES  
(Special Item 132-51) FOR GENERAL PURPOSE INFORMATION TECHNOLOGY SERVICES**

**1. ORDER**

Agencies may use written orders, EDI orders, credit card orders, blanket purchase orders, individual purchase orders or task orders for ordering services under this contract. Blanket Purchase Orders shall not extend beyond the end of the contract period.

**2. INVOICES AND PAYMENT**

Invoices for Information Technology services shall be submitted by CDO as soon as possible after completion of the work. Payment under blanket purchase orders will be made quarterly or monthly, except where cash payment procedures are used. Invoices shall be submitted separately to each Government office ordering services under the contract. PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

**3. DESCRIPTION OF INFORMATION TECHNOLOGY SERVICES**

CDO provides herein a description of each type of Information Technology service to be offered under SIN 132-51. Information Technology services are presented in the same manner as CDO sells to its other Government customers. The chart shown below provides hourly rates for corresponding job titles (labor categories) for those individuals who will perform the service. Pricing for Information Technology services are in accordance with CDO's customary government customer practices, e.g., hourly rates, term rates, and/or fixed prices.

## CDO Products

SIN	MFG	CDO Part Number	Product Description	Price
			<b>Automated Life Support Equipment Records Tracking System (ALERTS)</b>	
132-08	CDO	CDO-ALERT-KIT1	ALERTS Small Kit (3 hand-held data entry)	\$20,536.88
132-08	CDO	CDO-ALERT-KIT2	ALERTS Medium Kit (6 hand-held data entry)	\$39,155.48
132-08	CDO	CDO-ALERT-KIT3	ALERTS Large Kit (8 hand-held data entry)	\$58,676.80

SIN	MFG	CDO Part Number	Product Description	Price
			<b>AutoCrib</b>	
132-08	AutoCrib	750-550	Management Station	\$3,022.50
132-08	AutoCrib	730-522	PC Tower Only	\$1,385.31
132-08	AutoCrib	730-103	Serial Interface Kit	\$253.89
132-08	AutoCrib	750-146	Remote Dispensing Station (60 coil/helix bins)	\$7,503.86
132-08	AutoCrib	750-150	TouchVend Station (60 helix bins with touchscreen interface)	\$10,719.80
132-08	AutoCrib	750-177	TouchVend Auxiliary (60 bins no scanner or interface)	\$7,503.86
132-08	AutoCrib	750-156	Web/Ethernet Enabled RDS (designed for AutoCrib.net)	\$10,183.81
132-08	AutoCrib	770-201	RoboCrib2000 (carousel w/ touchscreen, to 2160 bins)	\$33,231.38
132-08	AutoCrib	772-100	RoboCrib1000 (carousel w/ touchscreen, to 1050 bins)	\$19,295.64
132-08	AutoCrib	730-225	MiniCrib Toolroom Scanner (cradle synch)	\$1,553.81
132-08	AutoCrib	730-255	MiniCrib RF Toolroom Scanner (RF synch)	\$1,688.09
132-08	AutoCrib	255-501	Access Point for MiniCrib RF (required for RF MiniCrib)	\$401.71
132-08	AutoCrib	720-553	Keypad, Scanner & Enclosure	\$1,607.97
132-08	AutoCrib	720-555	Toolroom.exe, Touchscreen, Scanner & Enclosure	\$3,215.94
132-08	AutoCrib	770-190	RoboCrib2000 Expansion Bins	\$3,215.94
132-08	AutoCrib	770-191	RoboCrib Full Pies (15 full pie bins, must incl. exp bins)	\$803.42
132-08	AutoCrib	710-312	SuperStation Lockers	\$1,777.23
132-08	AutoCrib	721-564	7th RDS Shelf (adds 10 helix bins to RDS)	\$803.42
132-08	AutoCrib	751-000	RDS Standard Configuration (60 or 70 single helixes)	\$0.00
132-08	AutoCrib	751-225	Add Magnetic Swipe Card Reader	\$197.47
132-08	AutoCrib	751-251	Add Prox Card Reader (per order, custom programming)	\$2,256.80
132-08	AutoCrib	751-248	Card Reader Kit w/ Power - parts only	\$84.63
132-08	AutoCrib	751-249	Card Reader Kit No Power - parts only	\$39.49
132-08	AutoCrib	710-300	Locker Module - 3 stack 12x12x12	\$603.69

SIN	MFG	CDO Part Number	Product Description	Price
132-08	AutoCrib	710-301	Locker Module - 3 stack 12" w/windows	\$674.78
132-08	AutoCrib	710-200	Locker Module - 2 stack 6x36x24	\$857.58
132-08	AutoCrib	710-612	Locker Module - 6 stack 12x6x12	\$1,507.54
132-08	AutoCrib	710-624	Locker Module - 6 stack 12x6x24	\$1,507.54
132-08	AutoCrib	710-500	Locker Module - 5 stack 18x7.2x18	\$1,228.83
132-08	AutoCrib	710-501	Locker Module - 10 stack 18x7.2x18 laptop	\$3,554.46
132-08	AutoCrib	710-324	Locker Module - 3 stack 24x24x24 w/ windows	\$3,148.24
132-08	AutoCrib	710-236	Locker Module - 2 stack 36x36x36 w/ windows	\$3,046.68
132-08	AutoCrib	770-531	Interface Kit (1 if Super Sta.)	\$24.82
132-08	AutoCrib	710-950	Brain Box (0 if a Super Sta.)	\$1,929.56
132-08	AutoCrib	710-953	Back Bone Set (1 per Brain Box)	\$253.89
132-08	AutoCrib	710-360	60-bin AutoLocker Station (60 - 12" cube lockers)	\$11,069.60
132-33	AutoCrib	710-100	AutoCrib client/server software (2 user)	\$4,171.05
132-33	AutoCrib	710-102	AutoPoll (required for keypad machines + serial kit)	\$2,606.91
132-33	AutoCrib	730-100	Master Terminal Server (use with UDS in lieu of Serial Interface Kit)	\$508.64
132-33	AutoCrib	730-111	Remote Terminal Server	\$288.50
132-33	AutoCrib	710-101	Additional User Licenses (per seat)	\$521.38

SIN	MFG	CDO Part Number	Product Description	Price
			<b>GlobeRanger</b>	
132-33	GlobeRanger	GRiM-005	iMotion RFID software license for up to 5 devices	\$2,234.23
132-33	GlobeRanger	GRiM-010	iMotion RFID software license for up to 10 devices	\$2,048.05
132-33	GlobeRanger	GRiM-015	iMotion RFID software license for up to 15 devices	\$1,985.98
132-33	GlobeRanger	GRiM-025	iMotion RFID software license for up to 25 devices	\$1,936.33
132-33	GlobeRanger	GRiM-050	iMotion RFID software license for up to 50 devices	\$1,202.87
132-33	GlobeRanger	GRiM-100	iMotion RFID software license for up to 100 devices	\$920.77
132-33	GlobeRanger	GRiM-150	iMotion RFID software license for up to 150 devices	\$908.36
132-33	GlobeRanger	GRiM-200	iMotion RFID software license for up to 200 devices	\$687.76
132-33	GlobeRanger	GRiM-250	iMotion RFID software license for up to 250 devices	\$686.07
132-33	GlobeRanger	GRiM-250+	iMotion RFID software license in excess of 250 devices	\$513.42
132-33	GlobeRanger	FSA-5	FSA license for up to 5 servers, per server fee	\$5,642.00
132-33	GlobeRanger	FSA-FL	FSA facility license	\$28,210.00
132-33	GlobeRanger	UID-SA	UID Solutions Accelerator, for up to 5 servers, per server fee	\$5,642.00
132-33	GlobeRanger	UID-SA5	UID Solutions Accelerator, facility license	\$28,210.00

SIN	MFG	CDO Part Number	Product Description	Price
132-33	GlobeRange r	SAP-SA5	SAP Solutions Accelerator, for up to 5 servers, per server fee	\$3,385.20
132-33	GlobeRange r	SAP-SA-FL	SAP Solutions Accelerator, facility license	\$16,926.00
132-34	GlobeRange r	GRiM-005-AnnMaint	iMotion annual maintenance fee for up to 5 devices, per device	\$225.68
132-34	GlobeRange r	GRiM-010-AnnMaint	iMotion annual maintenance fee for up to 10 devices, per device	\$206.50
132-34	GlobeRange r	GRiM-015-AnnMaint	iMotion annual maintenance fee for up to 15 devices, per device	\$200.86
132-34	GlobeRange r	GRiM-025-AnnMaint	iMotion annual maintenance fee for up to 25 devices, per device	\$195.21
132-34	GlobeRange r	GRiM-050-AnnMaint	iMotion annual maintenance fee for up to 50 devices, per device	\$121.87
132-34	GlobeRange r	GRiM-100-AnnMaint	iMotion annual maintenance fee for up to 100 devices, per device	\$92.53
132-34	GlobeRange r	GRiM-150-AnnMaint	iMotion annual maintenance fee for up to 150 devices, per device	\$91.40
132-34	GlobeRange r	GRiM-200-AnnMaint	iMotion annual maintenance fee for up to 200 devices, per device	\$68.83
132-34	GlobeRange r	GRiM-250-AnnMaint	iMotion annual maintenance fee for up to 250 devices, per device	\$68.83
132-34	GlobeRange r	GRiM-250+-AnnMaint	iMotion annual maintenance fee for in excess of 250 devices, per device	\$51.91
132-34	GlobeRange r	FSA-5-AnnMaint	Federal Solutions Accelerator annual maintenance fee, for up to 5 servers, per server fee	\$568.71
132-34	GlobeRange r	FSA-FL-AnnMaint	Federal Solutions Accelerator annual maintenance fee, per facility fee	\$2,843.57
132-34	GlobeRange r	UID-SA-AnnMaint	UID Solutions Accelerator annual maintenance fee, for up to 5 servers, per server fee	\$568.71
132-34	GlobeRange r	UID-SA5-AnnMaint	UID Solutions Accelerator annual maintenance fee, per facility fee	\$2,843.57
132-34	GlobeRange r	SAP-SA5-AnnMaint	SAP Solutions Accelerator annual maintenance fee, for up to 5 servers, per server fee	\$341.23
132-34	GlobeRange r	SAP-SA-FL-AnnMaint	SAP Solutions Accelerator annual maintenance fee, per facility fee	\$1,706.14

## CDO's Government Labor Category Hourly Rates

Labor Category	FY 04 Rate Eff. Jan 1 2004	FY 05 Rate	FY 06 Rate	FY 07 Rate	FY 08 Rate
<b><i>Program Management</i></b>					
<a href="#">Program Manager (PM03)</a>	\$ 101.38	\$ 104.42	\$ 107.56	\$ 110.78	\$ 114.11
<a href="#">Program Manager (PM02)</a>	\$ 84.09	\$ 86.61	\$ 89.21	\$ 91.88	\$ 94.64
<a href="#">Project Manager (PM01)</a>	\$ 84.81	\$ 87.35	\$ 89.97	\$ 92.67	\$ 95.45
<b><i>ERP Specialists</i></b>					
<a href="#">ERP Architect (ER06)</a>		\$ 231.73	\$ 238.68	\$ 245.84	\$ 253.22
<a href="#">ERP Lead Engineer (ER05)</a>		\$ 203.92	\$ 210.04	\$ 216.34	\$ 222.83
<a href="#">Application Principal Engineer (ER04)</a>		\$ 91.59	\$ 94.34	\$ 97.17	\$ 100.08
<a href="#">Data Architect (ER03)</a>		\$ 92.27	\$ 95.04	\$ 97.89	\$ 100.83
<a href="#">Test Engineer (ER02)</a>		\$ 92.27	\$ 95.04	\$ 97.89	\$ 100.83
<a href="#">Business Process Modeler (ER01)</a>		\$ 95.96	\$ 98.84	\$ 101.8	\$ 104.86
<b><i>Operations Management</i></b>					
<a href="#">Project Director (OM07)</a>	\$ 92.27	\$ 95.04	\$ 97.89	\$ 100.83	\$ 103.85
<a href="#">Management Analyst (OM06)</a>	\$ 72.83	\$ 75.01	\$ 77.27	\$ 79.58	\$ 81.97
<a href="#">On-Site Program Manager (OM05)</a>	\$ 77.18	\$ 79.50	\$ 81.88	\$ 84.34	\$ 86.87
<a href="#">Sr. Program Manager (OM04)</a>	\$ 63.14	\$ 65.03	\$ 66.99	\$ 68.99	\$ 71.06
<a href="#">Operations/Support Manager (OM03)</a>	\$ 54.90	\$ 56.55	\$ 58.24	\$ 59.99	\$ 61.79
<a href="#">IM Coordinator (OM02)</a>	\$ 48.95	\$ 50.42	\$ 51.93	\$ 53.49	\$ 55.09
<b><i>Technical Management</i></b>					
<a href="#">Task Leader (TM01)</a>	\$ 58.66	\$ 60.42	\$ 62.23	\$ 64.10	\$ 66.02
<b><i>Computer Systems Analysis</i></b>					
<a href="#">Computer Systems Analyst VI (CS06)</a>	\$ 90.01	\$ 92.71	\$ 95.49	\$ 98.35	\$ 101.30
<a href="#">Computer Systems Analyst V (CS05)</a>	\$ 70.26	\$ 72.37	\$ 74.54	\$ 76.78	\$ 79.08
<a href="#">Computer Systems Analyst IV (CS04)</a>	\$ 69.94	\$ 72.04	\$ 74.20	\$ 76.43	\$ 78.72
<a href="#">Computer Systems Analyst III (CS03)</a>	\$ 54.48	\$ 56.11	\$ 57.80	\$ 59.53	\$ 61.32
<a href="#">Computer Systems Analyst II (CS02)</a>	\$ 45.14	\$ 46.49	\$ 47.88	\$ 49.32	\$ 50.80
<b><i>Systems Support</i></b>					
<a href="#">ORACLE Engineer II (SY06)</a>	\$ 115.68	\$ 119.15	\$ 122.72	\$ 126.41	\$ 130.20
<a href="#">Sr. Systems Engineer (SY05)</a>	\$ 92.27	\$ 95.04	\$ 97.89	\$ 100.83	\$ 103.85
<a href="#">Applications Principal Engineer (SY04)</a>	\$ 91.59	\$ 94.34	\$ 97.17	\$ 100.08	\$ 103.09
<a href="#">Systems Engineer II (SY03)</a>	\$ 81.92	\$ 84.38	\$ 86.91	\$ 89.52	\$ 92.20
<a href="#">Software Engineer Level II (SY02)</a>	\$ 72.33	\$ 74.50	\$ 76.73	\$ 79.04	\$ 81.41

<b>Labor Category</b>	<b>FY 04 Rate Eff. Jan 1 2004</b>	<b>FY 05 Rate</b>	<b>FY 06 Rate</b>	<b>FY 07 Rate</b>	<b>FY 08 Rate</b>
<a href="#">Application Systems Analyst/Programmer (SY01)</a>	\$ 50.14	\$ 51.64	\$ 53.19	\$ 54.79	\$ 56.43
<b>Technical Support</b>					
<a href="#">Principal Functional Area Analyst/Specialist (TS10)</a>	\$ 101.96	\$ 105.02	\$ 108.17	\$ 111.41	\$ 114.76
<a href="#">Technical Specialist (TS07)</a>	\$ 51.84	\$ 53.40	\$ 55.00	\$ 56.65	\$ 58.35
<a href="#">Technician/Analyst/Programmer (TS06)</a>	\$ 52.15	\$ 53.71	\$ 55.33	\$ 56.99	\$ 58.70
<a href="#">Technician/Analyst (TS04)</a>	\$ 48.13	\$ 49.57	\$ 51.06	\$ 52.59	\$ 54.17
<a href="#">Support Technician/Analyst/Programmer (TS03)</a>	\$ 39.26	\$ 40.44	\$ 41.65	\$ 42.90	\$ 44.19
<a href="#">Project Analyst (TS02)</a>	\$ 38.16	\$ 39.30	\$ 40.48	\$ 41.70	\$ 42.95
<a href="#">Programmer Analyst AV (TS01)</a>	\$ 32.09	\$ 33.05	\$ 34.04	\$ 35.07	\$ 36.12
<b>Computer Programming</b>					
<a href="#">Computer Programmer IV (CP04)</a>	\$ 78.75	\$ 81.11	\$ 83.54	\$ 86.05	\$ 88.63
<a href="#">Computer Programmer III (CP03)</a>	\$ 48.68	\$ 50.14	\$ 51.65	\$ 53.20	\$ 54.79
<a href="#">Computer Programmer II (CP02)</a>	\$ 48.44	\$ 49.89	\$ 51.39	\$ 52.93	\$ 54.52
<a href="#">Computer Programmer (CP01)</a>	\$ 35.79	\$ 36.87	\$ 37.97	\$ 39.11	\$ 40.29
<b>Specialized Development</b>					
<a href="#">Sr. Lotus Notes Developer (LN02)</a>	\$ 68.14	\$ 70.18	\$ 72.29	\$ 74.46	\$ 76.69
<a href="#">Lotus Notes Developer (LN01)</a>	\$ 62.34	\$ 64.21	\$ 66.14	\$ 68.12	\$ 70.16
<a href="#">PowerBuilder/SQL (PB03)</a>	\$ 59.12	\$ 60.89	\$ 62.72	\$ 64.60	\$ 66.54
<b>Computer Support</b>					
<a href="#">Computer Support Specialist III (CX03)</a>	\$ 46.00	\$ 47.38	\$ 48.81	\$ 50.27	\$ 51.78
<a href="#">Computer Support Specialist II (CX02)</a>	\$ 37.31	\$ 38.43	\$ 39.58	\$ 40.77	\$ 41.99
<b>Desktop Engineering</b>					
<a href="#">Desktop Manager (DE04)</a>	\$ 50.27	\$ 51.78	\$ 53.33	\$ 54.93	\$ 56.58
<a href="#">Sr. Desktop Engineer (DE03)</a>	\$ 44.99	\$ 46.34	\$ 47.73	\$ 49.16	\$ 50.64
<a href="#">Desktop Engineer (DE01)</a>	\$ 41.47	\$ 42.71	\$ 44.00	\$ 45.32	\$ 46.67
<b>Computer Systems Security</b>					
<a href="#">Computer Systems Security Specialist IV (SS04)</a>	\$ 97.35	\$ 100.27	\$ 103.28	\$ 106.37	\$ 109.57
<a href="#">Computer Systems Security Specialist III (SS03)</a>	\$ 87.61	\$ 90.24	\$ 92.95	\$ 95.74	\$ 98.61
<a href="#">Computer Systems Security Specialist II (SS02)</a>	\$ 73.02	\$ 75.21	\$ 77.46	\$ 79.79	\$ 82.18
<b>Information Assurance</b>					
<a href="#">Cyber Security Analyst (IA06)</a>	\$ 80.34	\$ 82.75	\$ 85.23	\$ 87.79	\$ 90.42
<a href="#">Senior Information Engineer (IA05)</a>	\$ 79.41	\$ 81.79	\$ 84.25	\$ 86.77	\$ 89.38
<a href="#">Security Engineer (IA03)</a>	\$ 61.49	\$ 63.33	\$ 65.23	\$ 67.19	\$ 69.21

<b>Labor Category</b>	<b>FY 04 Rate Eff. Jan 1 2004</b>	<b>FY 05 Rate</b>	<b>FY 06 Rate</b>	<b>FY 07 Rate</b>	<b>FY 08 Rate</b>
<b><i>Worldwide Web Development and Support</i></b>					
<a href="#">Web Designer II (WD06)</a>	\$ 73.61	\$ 75.82	\$ 78.09	\$ 80.44	\$ 82.85
<a href="#">Web Master / Home Page (WD04)</a>	\$ 55.88	\$ 57.56	\$ 59.28	\$ 61.06	\$ 62.89
<a href="#">Web Designer/Tech Writer (WD03)</a>	\$ 48.92	\$ 50.39	\$ 51.90	\$ 53.46	\$ 55.06
<a href="#">Web Server Admin (WD01)</a>	\$ 45.72	\$ 47.09	\$ 48.50	\$ 49.96	\$ 51.46
<b><i>Systems/Communications Engineering</i></b>					
<a href="#">Systems/Communications Engineer V (CE05)</a>	\$ 85.37	\$ 87.93	\$ 90.57	\$ 93.28	\$ 96.08
<a href="#">Systems/Communications Engineer IV (CE04)</a>	\$ 70.26	\$ 72.37	\$ 74.54	\$ 76.78	\$ 79.08
<a href="#">Systems/Communications Engineer III (CE03)</a>	\$ 60.57	\$ 62.39	\$ 64.26	\$ 66.19	\$ 68.17
<a href="#">Systems/Communications Engineer II (CE02)</a>	\$ 48.46	\$ 49.92	\$ 51.41	\$ 52.96	\$ 54.54
<a href="#">Systems/Communications Engineer (CE01)</a>	\$ 40.34	\$ 41.55	\$ 42.79	\$ 44.08	\$ 45.40
<b><i>Specialty Network Engineering</i></b>					
<a href="#">NT Systems Administrator (NT06)</a>	\$ 52.15	\$ 53.71	\$ 55.33	\$ 56.99	\$ 58.70
<a href="#">Network Telecommunications Tech (NT05)</a>	\$ 48.13	\$ 49.57	\$ 51.06	\$ 52.59	\$ 54.17
<a href="#">Intermediate Network Telecom Tech (NT04)</a>	\$ 44.10	\$ 45.42	\$ 46.79	\$ 48.19	\$ 49.63
<a href="#">Entry Level NT Administrator (NT03)</a>	\$ 39.70	\$ 40.89	\$ 42.12	\$ 43.38	\$ 44.68
<a href="#">Network Admin / PC Technician (NT02)</a>	\$ 38.75	\$ 39.91	\$ 41.11	\$ 42.34	\$ 43.61
<a href="#">PC Technician (NT01)</a>	\$ 35.27	\$ 36.33	\$ 37.42	\$ 38.54	\$ 39.70
<b><i>UNIX Engineering</i></b>					
<a href="#">Linux Programmer (UX03)</a>	\$ 57.33	\$ 59.05	\$ 60.82	\$ 62.65	\$ 64.53
<a href="#">UNIX Network Tech (UX02)</a>	\$ 52.16	\$ 53.72	\$ 55.34	\$ 57.00	\$ 58.71
<a href="#">UNIX Systems Admin (UX01)</a>	\$ 45.72	\$ 47.09	\$ 48.50	\$ 49.96	\$ 51.46
<b><i>Subject Matter Experts</i></b>					
<a href="#">Subject Matter Expert II (SM02)</a>	\$ 64.02	\$ 65.94	\$ 67.92	\$ 69.96	\$ 72.06
<b><i>Help Desk Support</i></b>					
<a href="#">Help Desk Manager (HD04)</a>	\$ 81.92	\$ 84.38	\$ 86.91	\$ 89.52	\$ 92.20
<a href="#">Help Desk Coordinator II (HD03)</a>	\$ 60.51	\$ 62.32	\$ 64.19	\$ 66.12	\$ 68.10
<a href="#">Help Desk Support (HD02)</a>	\$ 40.72	\$ 41.94	\$ 43.20	\$ 44.50	\$ 45.83
<a href="#">Help Desk Coordinator (HD01)</a>	\$ 34.29	\$ 35.32	\$ 36.38	\$ 37.47	\$ 38.59
<b><i>Database Analysis and Support</i></b>					
<a href="#">Database Management Specialist IV (DM04)</a>	\$ 77.37	\$ 79.69	\$ 82.08	\$ 84.54	\$ 87.08
<a href="#">Database Management Specialist III (DM03)</a>	\$ 70.22	\$ 72.33	\$ 74.50	\$ 76.73	\$ 79.03
<a href="#">Database Management Specialist II (DM02)</a>	\$ 60.51	\$ 62.32	\$ 64.19	\$ 66.12	\$ 68.10
<b><i>Database Programming</i></b>					

<b>Labor Category</b>	<b>FY 04 Rate Eff. Jan 1 2004</b>	<b>FY 05 Rate</b>	<b>FY 06 Rate</b>	<b>FY 07 Rate</b>	<b>FY 08 Rate</b>
<a href="#">Database Specialist (DP05)</a>	\$ 61.16	\$ 62.99	\$ 64.88	\$ 66.83	\$ 68.84
<a href="#">Remedy DBA (DP04)</a>	\$ 58.16	\$ 59.90	\$ 61.70	\$ 63.55	\$ 65.46
<a href="#">Database Programmer (DP03)</a>	\$ 57.21	\$ 58.93	\$ 60.69	\$ 62.51	\$ 64.39
<a href="#">ACD DBA (DP02)</a>	\$ 55.97	\$ 57.65	\$ 59.38	\$ 61.16	\$ 62.99
<a href="#">Database Programmer Associate (DP01)</a>	\$ 49.26	\$ 50.74	\$ 52.26	\$ 53.83	\$ 55.44
<b>Engineering Support</b>					
<a href="#">Senior Engineering Technician (ST02)</a>	\$ 54.51	\$ 56.15	\$ 57.83	\$ 59.56	\$ 61.35
<b>Hardware Maintenance</b>					
<a href="#">Hardware Maintenance (HM02)</a>	\$ 47.70	\$ 49.13	\$ 50.60	\$ 52.12	\$ 53.69
<a href="#">Hardware Specialist (HM01)</a>	\$ 25.26	\$ 26.02	\$ 26.80	\$ 27.60	\$ 28.43
<b>Videoconferencing Support</b>					
<a href="#">Videoconferencing (VTC) Specialist III (VT03)</a>	\$ 70.58	\$ 72.70	\$ 74.88	\$ 77.12	\$ 79.44
<a href="#">Videoconferencing (VTC) Specialist II (VT02)</a>	\$ 60.51	\$ 62.32	\$ 64.19	\$ 66.12	\$ 68.10
<a href="#">Bridge Operator (VT01)</a>	\$ 28.61	\$ 29.47	\$ 30.35	\$ 31.26	\$ 32.20
<b>CAD/CAM Applications Engineering</b>					
<a href="#">CAD/CAM Applications Engineer I (CC01)</a>	\$ 47.13	\$ 48.54	\$ 50.00	\$ 51.50	\$ 53.04
<b>Instructors</b>					
<a href="#">Instructor II (IN02)</a>	\$ 57.21	\$ 58.93	\$ 60.70	\$ 62.52	\$ 64.39
<a href="#">Instructor (IN01)</a>	\$ 45.38	\$ 46.74	\$ 48.14	\$ 49.59	\$ 51.07
<b>Technical Writing and Editing</b>					
<a href="#">Technical Editor (TW03)</a>	\$ 54.51	\$ 56.15	\$ 57.83	\$ 59.56	\$ 61.35
<a href="#">Technical Writer (TW02)</a>	\$ 49.62	\$ 51.11	\$ 52.64	\$ 54.22	\$ 55.85
<b>Document Specialist</b>					
<a href="#">Word Processor III (DC04)</a>	\$ 24.95	\$ 25.70	\$ 26.47	\$ 27.26	\$ 28.08
<a href="#">Document Specialist III (DC03)</a>	\$ 21.31	\$ 21.95	\$ 22.61	\$ 23.29	\$ 23.98
<a href="#">Document Specialist II (DC02)</a>	\$ 19.53	\$ 20.12	\$ 20.72	\$ 21.34	\$ 21.98
<a href="#">Document Specialist I (DC01)</a>	\$ 17.76	\$ 18.29	\$ 18.84	\$ 19.41	\$ 19.99
<b>Administrative Support</b>					
<a href="#">Technical Administrative Support Specialist II (AS02)</a>	\$ 27.83	\$ 28.66	\$ 29.52	\$ 30.41	\$ 31.32
<a href="#">Technical Administrative Support Specialist I (AS01)</a>	\$ 26.64	\$ 27.44	\$ 28.26	\$ 29.11	\$ 29.98
<b>Project/Contract Administration</b>					
<a href="#">Project Administrator (PA01)</a>	\$ 40.34	\$ 41.55	\$ 42.79	\$ 44.08	\$ 45.40
<a href="#">Contracts Administrator (CA01)</a>	\$ 43.31	\$ 44.61	\$ 45.95	\$ 47.33	\$ 48.75
<a href="#">On-Site Admin (OA02)</a>	\$ 31.97	\$ 32.93	\$ 33.92	\$ 34.93	\$ 35.98

<b>Labor Category</b>	<b>FY 04 Rate Eff. Jan 1 2004</b>	<b>FY 05 Rate</b>	<b>FY 06 Rate</b>	<b>FY 07 Rate</b>	<b>FY 08 Rate</b>
<b><i>Computer Based Training and Support</i></b>					
<a href="#"><u>CBT Development (CD01)</u></a>	\$ 53.88	\$ 55.50	\$ 57.16	\$ 58.88	\$ 60.64
<b><i>Graphics and Artist Design Support</i></b>					
<a href="#"><u>Graphics Artist / Technical Writer (GA02)</u></a>	\$ 41.84	\$ 43.10	\$ 44.39	\$ 45.72	\$ 47.09
<a href="#"><u>Graphics Designer Specialist (GA01)</u></a>	\$ 38.35	\$ 39.50	\$ 40.69	\$ 41.91	\$ 43.16
<b><i>Financial Support Services</i></b>					
<a href="#"><u>Financial Specialist (FS02)</u></a>	\$ 36.78	\$ 37.88	\$ 39.02	\$ 40.19	\$ 41.40
<a href="#"><u>Budget Analyst (FS01)</u></a>	\$ 29.50	\$ 30.39	\$ 31.30	\$ 32.24	\$ 33.20
<b><i>Research and Science Support</i></b>					
<a href="#"><u>Research Computer Information Specialist (RS04)</u></a>	\$ 85.31	\$ 87.87	\$ 90.51	\$ 93.22	\$ 96.02
<a href="#"><u>Sr. Scientist / Chemist (RS03)</u></a>	\$ 81.12	\$ 83.55	\$ 86.06	\$ 88.64	\$ 91.30
<a href="#"><u>Scientific Software Programmer/Analyst (RS02)</u></a>	\$ 69.59	\$ 71.68	\$ 73.83	\$ 76.04	\$ 78.32
<b><i>Business Systems and Modeling</i></b>					
<a href="#"><u>Business Systems Analyst (BS02)</u></a>	\$ 78.69	\$ 81.05	\$ 83.48	\$ 85.99	\$ 88.57
<a href="#"><u>Business Systems Architect (BS01)</u></a>	\$ 61.17	\$ 63.01	\$ 64.90	\$ 66.84	\$ 68.85
<b><i>Functional Support</i></b>					
<a href="#"><u>Sr. Functional Specialist (FA04)</u></a>	\$ 59.24	\$ 61.02	\$ 62.85	\$ 64.73	\$ 66.68
<a href="#"><u>Functional Analyst (FA03)</u></a>	\$ 64.00	\$ 65.92	\$ 67.90	\$ 69.93	\$ 72.03
<a href="#"><u>Lead Functional Specialist (FA02)</u></a>	\$ 44.44	\$ 45.77	\$ 47.15	\$ 48.56	\$ 50.02
<a href="#"><u>Functional Specialist (FA01)</u></a>	\$ 37.03	\$ 38.14	\$ 39.29	\$ 40.46	\$ 41.68
<b><i>Network Engineering</i></b>					
<a href="#"><u>Chief Engineer (NE04)</u></a>	\$ 60.31	\$ 62.12	\$ 63.98	\$ 65.90	\$ 67.88
<a href="#"><u>Network Manager (NE03)</u></a>	\$ 60.31	\$ 62.12	\$ 63.98	\$ 65.90	\$ 67.88
<a href="#"><u>Sr. Network Engineer (NE02)</u></a>	\$ 56.00	\$ 57.68	\$ 59.41	\$ 61.19	\$ 63.03
<a href="#"><u>Network Engineer (NE01)</u></a>	\$ 49.00	\$ 50.47	\$ 51.98	\$ 53.54	\$ 55.15
<b><i>Inventory Management</i></b>					
<a href="#"><u>Sr. Equipment Technician (ET03)</u></a>	\$ 44.99	\$ 46.34	\$ 47.73	\$ 49.16	\$ 50.64
<a href="#"><u>Equipment Technician (ET02)</u></a>	\$ 38.84	\$ 40.01	\$ 41.21	\$ 42.44	\$ 43.71



## Product Descriptions

### ALERTS (CDO)

The following ALERTS equipment packages are designed, integrated and tested to allow Life Support personnel with minimal computer skills to be able to deploy the ALERTS equipment with out requiring additional training or advanced computer skills.

#### CDO-ALERT-KIT1

##### Small ALERTS Kit (ALERTS Software Included)

- 3 Handheld data collection devices with the ALERTS application installed and tested
- 3 Keyboard scanners configured to plug and play with ALERTS desktop application.
- 2 ALERTS barcode label printers with custom media.
- 2 ALERTS portable Tablet computers and associated accessories with the ALERTS 2 Tablet computer application installed and tested.
- 2 Portable page printers configured to plug and play with the ALERTS Tablet computer application.

#### CDO-ALERT-KIT2

##### Medium ALERTS Kit (ALERTS Software Included)

- 6 Handheld data collection devices with the ALERTS application installed and tested
- 5 Keyboard scanners configured to plug and play with ALERTS desktop application.
- 3 ALERTS barcode label printers with custom media.
- 4 ALERTS portable Tablet computers and associated accessories with the ALERTS 2 Tablet computer application installed and tested.
- 4 Portable page printers configured to plug and play with the ALERTS Tablet computer application.

#### CDO-ALERT-KIT3

##### Large ALERTS Kit (ALERTS Software Included)

- 8 Handheld data collection devices with the ALERTS application installed and tested
- 9 Keyboard scanners configured to plug and play with ALERTS desktop application.
- 6 ALERTS barcode label printers with custom media.
- 6 ALERTS portable Tablet computers and associated accessories with the ALERTS 2 Tablet computer application installed and tested.
- 6 Portable page printers configured to plug and play with the ALERTS Tablet computer application.

### AutoCrib

The following AutoCrib equipment packages are designed, integrated and tested to allow personnel with minimal computer skills to be able to deploy the AutoCrib equipment with out requiring additional training or advanced computer skills.

- 750-550     **Management Station** (PC, monitor, printer, Windows OS, PC stand, cable and connectors)  
This is the administrative workstation for the system and includes: IBM (or equivalent) 2.6 GHz Pentium IV PC, 256 Mb RAM, dual 40Gb hard drives, 52X CD ROM, 56K modem, Internal NIC, Windows 2000 or XP (please specify) & Carbon Copy 6.0 software, Okidata B4250 printer, 17" SVGA monitor and PC stand. Specifications are minimums and are subject to change without notice and are current as of February 8, 2005.
  
- 730-522     **PC Tower Only**  
IBM (or equivalent) 2.6 GHz Pentium IV PC, 256 Mb RAM, dual 40Gb hard drives, 52X CD ROM, 56K modem, Internal NIC, Windows 2000 or XP (please specify). Specifications are minimums and are subject to change without notice and are current as of February 8, 2005.

- 730-103     **Serial Interface Kit** (for keypad machines + AutoPoll)  
This device provides the physical connection to establish communication between the administrative PC and any keypad based dispensing machine. It provides a DB9 serial connection to the PC and an RJ-45 connection for CAT5 cable to be run to the dispensing machine(s). This must be used in conjunction with AutoPoll.
- 750-146     **Remote Dispensing Station** (60 coil/helix bins)  
This machine provides 24 hour a day access to your high value, fast moving and critical inventory items in a secure helix/coil-dispensing format and a simple to use keypad interface. In its standard configuration this tool dispensing machine can dispense safety supplies, welding supplies, cutting tools and other MRO related items. Optional electronic tool lockers can be attached to create a SuperStation, capable of managing oversize and returnable items as well.
- 750-150     **TouchVend Station** (60 helix bins with touchscreen interface)  
The TouchVend dispensing machine provides 24 hour a day access to your high value, fast moving and critical inventory items in a secure helix/coil-dispensing format and feature rich touch screen interface. The touch screen allows users to search for items system wide and view detailed notes as well as digital images of the items.
- 750-177     **TouchVend Auxiliary** (60 bins no scanner or interface)  
This is designed to be co-located to a fully featured TouchVend to share its touchscreen user interface and reduce investment.
- 750-156     **Web/Ethernet Enabled RDS** (designed for AutoCrib.net)  
This machine is the same as the traditional Remote Dispensing Station but includes an internal PC so it can communicate directly with AutoCrib.net over the internet. This requires a full time high speed internet connection.
- 770-201     **RoboCrib2000** (carousel w/ touchscreen, to 2160 bins)  
This is a system based upon a series of counter rotating carousels that provide access to over 2500 items through one of 15 automated doors in less than 10 seconds. Unlike many point-of-use dispensing machines, the RoboCrib2000 manages issue and return transactions of both fast and slow moving items in a high security environment. Choose from 1/12, 1/6, 1/4, 1/3 or 1/2 pies. This also includes the AutoCrib client/server software license.
- 772-100     **RoboCrib1000** (carousel w/ touchscreen, to 1050 bins)  
This is a smaller version of the original RoboCrib2000, is a system based upon a series of counter rotating carousels that provide access to over 1000 items through one of 15 automated doors in less than 10 seconds. Unlike many point-of-use dispensing machines, the RoboCrib1000 manages issue and return transactions of both fast and slow moving items in a high security environment. This platform has been designed for use in smaller areas and can fit through a standard doorway. Choose from 1/12, 1/6, 1/4, 1/3 or 1/2 pies. This also includes the AutoCrib client/server software license.
- 730-225     **MiniCrib Toolroom Scanner** (cradle synch)
- 730-255     **MiniCrib RF Toolroom Scanner** (RF synch)
- 255-501     **Access Point for MiniCrib RF** (required for RF MiniCrib)
- 720-553     **Keypad, Scanner & Enclosure**
- 720-555     **Toolroom.exe, Touchscreen, Scanner & Enclosure**

- 770-190     **RoboCrib2000 Expansion Bins**  
This adds up to 414 additional bins to provide a total capacity of up to 2574 bins.
- 770-191     **RoboCrib Full Pies** (15 full pie bins, must incl. exp bins)  
This provides a set of 15 full 12” diameter trays while eliminating the center shaft, available in the RoboCrib2000 only.
- 710-312     **SuperStation Lockers**  
This option includes 12 locker doors, all measuring 12” x 12” x 12” and are attached to and operated by the RDS.
- 721-564     **7th RDS Shelf** (adds 10 helix bins to RDS)
- 751-000     **RDS Standard Configuration** (60 or 70 single helixes)  
This machine provides 24 hour a day access to your high value, fast moving and critical inventory items in a secure helix/coil-dispensing format and a simple to use keypad interface. In its standard configuration this tool dispensing machine can dispense safety supplies, welding supplies, cutting tools and other MRO related items. Optional electronic tool lockers can be attached to create a SuperStation, capable of managing oversize and returnable items as well.
- 751-225     **Add Magnetic Swipe Card Reader**  
This option allows users to use credit card type magnetic cards at dispensing stations.
- 751-251     **Add Prox Card Reader** (per order, custom programming)  
This option allows users to use proximity cards at dispensing stations, the most common of which are made by HID and includes programming and software modifications.
- 751-248     **Card Reader Kit w/ Power** - parts only  
This provides the physical connection from the reader to the dispensing machine’s controller as well as powering the reader using an external power supply.
- 751-249     **Card Reader Kit No Power** - parts only  
This provides the physical connection from the reader to the dispensing machine’s controller only. These readers need to be able to be powered by the communication port
- 710-300     **Locker Module - 3 stack 12x12x12**  
AutoLocker stations provide 24 hour a day access to high value oversize, calibrated and durable items in solenoid activated lockers with a simple to use keypad interface. This standard model provides 3 doors, all measuring 12” x 12” x 12”. Openings are slightly smaller.
- 710-301     **Locker Module - 3 stack 12" w/windows**  
AutoLocker stations provide 24 hour a day access to high value oversize, calibrated and durable items in solenoid activated lockers with a simple to use keypad interface. This standard model provides 3 doors, all measuring 12” x 12” x 12”. Openings are slightly smaller.
- 710-200     **Locker Module - 2 stack 6x36x24**  
AutoLocker stations provide 24 hour a day access to high value oversize, calibrated and durable items in solenoid activated lockers with a simple to use keypad interface. This standard model provides 2 doors, all measuring 6” x 36” x 24”. Openings are slightly smaller.
- 710-612     **Locker Module - 6 stack 12x6x12**  
AutoLocker stations provide 24 hour a day access to high value oversize, calibrated and durable items in solenoid activated lockers with a simple to use keypad interface. This standard model provides 6 doors, all measuring 12” x 6” x 12”. Openings are slightly smaller.
- 710-624     **Locker Module - 6 stack 12x6x24**

AutoLocker stations provide 24 hour a day access to high value oversize, calibrated and durable items in solenoid activated lockers with a simple to use keypad interface. This standard model provides 6 doors, all measuring 12" x 6" x 24". Openings are slightly smaller.

710-500 **Locker Module - 5 stack 18x7.2x18**

AutoLocker stations provide 24 hour a day access to high value oversize, calibrated and durable items in solenoid activated lockers with a simple to use keypad interface. This standard model provides 5 doors, all measuring 18" x 7.2" x 18". Openings are slightly smaller.

710-501 **Locker Module - 10 stack 18x7.2x18 laptop**

Laptop lockers include LAN & AC power connections in each locker as well as a fan in each column of lockers.

710-324 **Locker Module - 3 stack 24x24x24 w/ windows**

AutoLocker stations provide 24 hour a day access to high value oversize, calibrated and durable items in solenoid activated lockers with a simple to use keypad interface. This standard model provides 3 doors, all measuring 24" x 24" x 24". Openings are slightly smaller.

710-236 **Locker Module - 2 stack 36x36x36 w/ windows**

AutoLocker stations provide 24 hour a day access to high value oversize, calibrated and durable items in solenoid activated lockers with a simple to use keypad interface. This standard model provides 2 doors, all measuring 36" x 36" x 36". Openings are slightly smaller.

770-531 **Interface Kit (1 if Super Sta.)**

710-950 **Brain Box (0 if a Super Sta.)**

710-953 **Back Bone Set (1 per Brain Box)**

710-360 **60-bin AutoLocker Station (60 - 12" cube lockers)**

AutoLocker stations provide 24 hour a day access to high value oversize, calibrated and durable items in solenoid activated lockers with a simple to use keypad interface. Each AutoLocker station is capable of managing issue and return transactions. This standard model provides 60 doors, all measuring 12" x 12" x 12". Openings are slightly smaller.

710-100 **AutoCrib client/server software (2 user)**

AutoCrib software is the latest technology in automated inventory management, it allows you to perform issue and return tasks at a traditional tool crib window while simultaneously managing many different types of point of use tool dispensing machines. Furthermore, it includes the capability to control multiple vendors within the same system. This turnkey tool crib software system can even create and print employee badges with barcodes and digital images. AutoCrib software is included with all RoboCrib units.

710-102 **AutoPoll (required for keypad machines + serial kit)**

This software program is required for communication between the AutoCrib database and any dispensing machines that use a serial keypad (dumb terminal) as opposed to those using a touch-screen and internal PC. A serial interface kit is also required to provide the physical connection to the PC.

730-100 **Master Terminal Server (use with UDS in lieu of Serial Interface Kit)**

This device is used to facilitate communication between the PC and dispensing machines where running dedicated CAT5 cable is not possible. This device connects to the serial port in the PC and converts the serial output from the PC to 10/100BASE-T Ethernet.

730-111 **Remote Terminal Server**

This device is used to facilitate communication between the PC and dispensing machines where running dedicated CAT5 cable is not possible. This device connects to the RJ45 jack in the dispensing machine and converts 10/100BASE-T Ethernet to serial, making keypad based machines IP addressable.

- 710-101 **Additional User Licenses** (per seat)  
Fee for adding additional users to the system. Only 2 users are included with the initial license investment.

### **Globe Ranger**

The following GlobeRanger software packages are designed, integrated and tested to allow personnel with minimal computer skills to be able to deploy the GlobeRanger software without requiring additional training or advanced computer skills.

- GRiM-005 GlobeRanger's Edgeware Platform, iMotion is a software platform to build RFID, sensor and mobility applications and solutions. The primary function of iMotion is to provide communication from the edge devices to core applications by translating raw data captured at the edge into relevant business context or intelligence that can be automatically integrated with upstream systems. GlobeRanger iMotion RFID software platform license for up to 5 devices.
- GRiM-010 GlobeRanger's Edgeware Platform, iMotion is a software platform to build RFID, sensor and mobility applications and solutions. The primary function of iMotion is to provide communication from the edge devices to core applications by translating raw data captured at the edge into relevant business context or intelligence that can be automatically integrated with upstream systems. GlobeRanger iMotion RFID software platform license for up to 10 devices.
- GRiM-015 GlobeRanger's Edgeware Platform, iMotion is a software platform to build RFID, sensor and mobility applications and solutions. The primary function of iMotion is to provide communication from the edge devices to core applications by translating raw data captured at the edge into relevant business context or intelligence that can be automatically integrated with upstream systems. GlobeRanger iMotion RFID software platform license for up to 15 devices.
- GRiM-025 GlobeRanger's Edgeware Platform, iMotion is a software platform to build RFID, sensor and mobility applications and solutions. The primary function of iMotion is to provide communication from the edge devices to core applications by translating raw data captured at the edge into relevant business context or intelligence that can be automatically integrated with upstream systems. GlobeRanger iMotion RFID software platform license for up to 25 devices.
- GRiM-050 GlobeRanger's Edgeware Platform, iMotion is a software platform to build RFID, sensor and mobility applications and solutions. The primary function of iMotion is to provide communication from the edge devices to core applications by translating raw data captured at the edge into relevant business context or intelligence that can be automatically integrated with upstream systems. GlobeRanger iMotion RFID software platform license for up to 50 devices.
- GRiM-100 GlobeRanger's Edgeware Platform, iMotion is a software platform to build RFID, sensor and mobility applications and solutions. The primary function of iMotion is to provide communication from the edge devices to core applications by translating raw data captured at the edge into relevant business context or intelligence that can be automatically integrated with upstream systems. GlobeRanger iMotion RFID software platform license for up to 100 devices.

GRiM-150 GlobeRanger's Edgware Platform, iMotion is a software platform to build RFID, sensor and mobility applications and solutions. The primary function of iMotion is to provide communication from the edge devices to core applications by translating raw data captured at the edge into relevant business context or intelligence that can be automatically integrated with upstream systems. GlobeRanger iMotion RFID software platform license for up to 150 devices.

GRiM-200 GlobeRanger's Edgware Platform, iMotion is a software platform to build RFID, sensor and mobility applications and solutions. The primary function of iMotion is to provide communication from the edge devices to core applications by translating raw data captured at the edge into relevant business context or intelligence that can be automatically integrated with upstream systems. GlobeRanger iMotion RFID software platform license for up to 200 devices.

GRiM-250 GlobeRanger's Edgware Platform, iMotion is a software platform to build RFID, sensor and mobility applications and solutions. The primary function of iMotion is to provide communication from the edge devices to core applications by translating raw data captured at the edge into relevant business context or intelligence that can be automatically integrated with upstream systems. GlobeRanger iMotion RFID software platform license for up to 250 devices.

GRiM-250+ GlobeRanger's Edgware Platform, iMotion is a software platform to build RFID, sensor and mobility applications and solutions. The primary function of iMotion is to provide communication from the edge devices to core applications by translating raw data captured at the edge into relevant business context or intelligence that can be automatically integrated with upstream systems. GlobeRanger iMotion RFID software platform license in excess of 250 devices.

FSA-5 (FSA for up to 5 servers, per server)

GlobeRanger Solution Accelerators build on the iMotion platform to provide solutions for specific business problems. Solutions for the U.S. Government have unique requirements, such as multi-level packaging hierarchies, government-specific electronic document formats, and integration with the government's Wide Area Workflow system. The GlobeRanger Federal Solution Accelerator meets these unique needs, speeding solutions for companies doing business with the U.S. Government. GlobeRanger iMotion RFID software, Federal Solutions Accelerator, for up to 5 servers, per server fee.

FSA-FL (FSA Facility License)

GlobeRanger Solution Accelerators build on the iMotion platform to provide solutions for specific business problems. Solutions for the U.S. Government have unique requirements, such as multi-level packaging hierarchies, government-specific electronic document formats, and integration with the government's Wide Area Workflow system. The GlobeRanger Federal Solution Accelerator meets these unique needs, speeding solutions for companies doing business with the U.S. Government. GlobeRanger iMotion RFID software, Federal Solutions Accelerator, facility license.

UID-SA (UID Solutions Accelerator)

GlobeRanger Solution Accelerators build on the iMotion platform to provide solutions for specific business problems. The UID Solution Accelerator augments the iMotion Edgware platform, enabling easy integration to meet the Department of Defense UID program. GlobeRanger iMotion RFID software, UID Solutions Accelerator, for up to 5 servers, per server fee.

#### UID-SA5 (UID SA for up to 5 servers, per server)

GlobeRanger Solution Accelerators build on the iMotion platform to provide solutions for specific business problems. The UID Solution Accelerator augments the iMotion Edgware platform, enabling easy integration to meet the Department of Defense UID program. GlobeRanger iMotion RFID software, UID Solutions Accelerator, facility license.

#### SAP-SA5 (SAP SA for up to 5 servers, per server)

GlobeRanger Solution Accelerators build on the iMotion platform to provide solutions for specific business problems. The SAP All Solution Accelerator provides complete implementation of the Device Controller layer of the SAP Auto-ID Infrastructure, bring the power of iMotion to SAP customers. The SAP Auto-ID Solution Accelerator is certified by SAP for integration with SAP-based solutions. GlobeRanger iMotion RFID software, SAP Solutions Accelerator, for up to 5 servers, per server fee.

#### SAP-SA-FL (SAP SA Facility License)

GlobeRanger Solution Accelerators build on the iMotion platform to provide solutions for specific business problems. The SAP All Solution Accelerator provides complete implementation of the Device Controller layer of the SAP Auto-ID Infrastructure, bring the power of iMotion to SAP customers. The SAP Auto-ID Solution Accelerator is certified by SAP for integration with SAP-based solutions. GlobeRanger iMotion RFID software, SAP Solutions Accelerator, facility license.

#### GRiM-005-AnnMaint

GlobeRanger iMotion RFID software annual maintenance fee for up to 5 devices.

#### GRiM-010-AnnMaint

GlobeRanger iMotion RFID software annual maintenance fee for up to 10 devices.

#### GRiM-015-AnnMaint

GlobeRanger iMotion RFID software annual maintenance fee for up to 15 devices.

#### GRiM-025-AnnMaint

GlobeRanger iMotion RFID software annual maintenance fee for up to 25 devices.

#### GRiM-050-AnnMaint

GlobeRanger iMotion RFID software annual maintenance fee for up to 50 devices.

#### GRiM-100-AnnMaint

GlobeRanger iMotion RFID software annual maintenance fee for up to 100 devices.

#### GRiM-150-AnnMaint

GlobeRanger iMotion RFID software annual maintenance fee for up to 150 devices.

#### GRiM-200-AnnMaint

GlobeRanger iMotion RFID software annual maintenance fee for up to 200 devices.

GRiM-250-AnnMaint

GlobeRanger iMotion RFID software annual maintenance fee for up to 250 devices.

GRiM-250+-AnnMaint

GlobeRanger iMotion RFID software annual maintenance fee in excess of 250 devices.

FSA-5-AnnMaint (FSA for up to 5 servers/server Annual Maintenance)

GlobeRanger iMotion RFID software, Federal Solutions Accelerator annual maintenance fee, for up to 5 servers, per server fee.

FSA-FL-AnnMaint (FSA Facility License Annual Maintenance)

GlobeRanger iMotion RFID software, Federal Solutions Accelerator annual maintenance fee, per facility fee.

UID-SA-AnnMaint (UID Solutions Accelerator (USA) Annual Maintenance)

GlobeRanger iMotion RFID software, UID Solutions Accelerator annual maintenance fee, for up to 5 servers, per server fee.

UID-SA5-AnnMaint (UID SA for up to 5 servers/server Annual Maintenance)

GlobeRanger iMotion RFID software, UID Solutions Accelerator annual maintenance fee, per facility fee.

SAP-SA5-AnnMaint (SAP SA for up to 5 servers/server Annual Maintenance)

GlobeRanger iMotion RFID software, SAP Solutions Accelerator annual maintenance fee, for up to 5 servers, per server fee.

SAP-SA-FL-AnnMaint (SAP SA Facility License Annual Maintenance)

GlobeRanger iMotion RFID software, SAP Solutions Accelerator annual maintenance fee, per facility fee.



# Labor Category Descriptions

## Program Management

### Program Director, PM03

**Minimum /General Experience:**

Has fifteen (15) years of progressive experience in a combination of systems acquisition, management information systems, software development and computer communications support activities such as computer operations, network design and operation, communications, etc. Has ten (10) years program/project management experience.

**Functional Responsibilities:**

Responsible for the direction of a large, complex program(s) or a particular function(s) which may involve a single or several customer locations. Directs the efforts of a substantial number of administrative and professional support staff in carrying out the tasks necessary to meet the customer's requirements. Must have demonstrated capabilities for oral and written communications with all levels of staff and management. Must have in-depth knowledge of the areas for which responsibility is given. Meets with customer and contractor personnel to develop and review program plans, schedules, assignments, costs, etc. Ensures conformance with schedules and costs.

**Minimum Education:**

Possess a Master's degree in computer science, information systems, business administration or other related technical or scientific discipline.

### Program Manager, PM02

**Minimum/General Experience:**

Has ten (10) years of progressive experience in a combination of systems acquisition, software development and computer communications support activities such as computer operations, data communications, network design, and/or operation, repair, and maintenance activities; has five (5) years program management experience.

**Functional Responsibilities:**

Organizes, directs, and manages the operation and maintenance functions at a specific site where a substantial number of contractor support personnel are assigned. Manages substantial computer support operations including, but not limited to, systems acquisition, computer operations, system software maintenance, production control, data entry, remote job entry, tape library, etc. Must have demonstrated capability for oral and written communications with all levels of management. Must have a thorough knowledge of the capabilities of applicable computer and communications configurations. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with task schedules and costs.

**Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, business administration or other related technical or scientific discipline.

### Task Manager, PM01

**Minimum/General Experience:**

Has six (6) years experience in related technical and management discipline.

**Functional Responsibilities:**

Works under general supervision of overall project manager of higher-level company management. Is responsible for the management of a specific task, or for a particular portion of a larger, more complex project. Is fully knowledgeable of all aspects of the technical areas involved in the assigned project. Performs studies, analyses, and tests on projects or tasks, which involve conventional plans, investigations, analyses, etc. Receives overall instructions on specific assignment objectives, features, possible solutions, etc. Assistance is furnished on unusual problems and work is reviewed for application of sound professional judgment.

**Minimum Education:**

Possess a Bachelor's degree in computer science or other related technical or scientific discipline.

# ERP Specialists

## ERP Architect (ER06)

### **Minimum/General Experience:**

Requires 12 years of progressive experience in a combination of business process analysis, improvement, database modeling and design, and enterprise systems development and implementation. At least two (2) years of this experience should include providing leadership and expert skills in mapping technology and solution architectures to large and complex business operating units.

### **Functional Responsibility:**

Demonstrates a high level of expertise in analyzing current and future key ERP architecture improvements and trends, building strategic roadmaps for implementation, and influencing the strategic direction of key infrastructure components related to the architecture. Typically in a leadership role, this position provides ERP architectural framework for the design, development, and deployment of enterprise, agency, or division level information/business systems. Proactively drives the prioritization of key technology enablers for achieving enterprise level system objectives while ensuring scalability, reliability, and availability of implemented systems. Provides leadership and expertise to evaluate planned platform growth, increasingly demanding ERP service level requirements in order to identify, design and implement technology solutions that exceed expectations. Provides expert advice to stakeholders on technology issues and opportunities.

### **Minimum Education:**

Possesses a Bachelor's degree in an engineering discipline. Four (4) years of experience may be substituted for the degree requirement.

## ERP Lead Engineer (ER05)

### **Minimum/General Experience:**

This position requires 8 to 10 years of experience in an ERP-related technical or technical management area. Must have at least five (5) years of professional experience as a lead engineer on very complex programs.

**Functional Responsibilities:** Demonstrates the ability to apply expert knowledge of state-of-the-art technologies to demanding business environments and difficult to very complex systems challenges. Lead engineering experience will demonstrate a consistent pattern of providing technical guidance to project leaders, task managers, and/or program managers relative to enterprise level requirements, technologies, and solutions. Individual will be recognized authority within field of expertise and have extensive knowledge of related fields. Provides ERP and task unique functional expertise necessary to interpret requirements, ensure responsiveness and achieve successful performance. May include subject matter and unique technical knowledge. Provides engineering services that may include, but are not limited to: engineering studies and analyses, technology planning, systems architecture development, requirements development, concept development, systems design, system development and integration, test and evaluation, systems operation, modeling and simulation, configuration management, and systems acquisition and lifecycle management in compliance with current industry and government practices.

### **Minimum Education:**

Possesses a Bachelor's degree in an engineering discipline. Four (4) years of experience may be substituted for the degree requirement.

## Application Principal Engineer (ER04)

### **Minimum/General Experience:**

Position requires a minimum of ten years experience managing or performing software engineering activities, of which at least eight years must be specialized and three (3) of which shall be within the last five (5) years. Specialized experience includes: demonstrated experience working with ADA, SQL, and third/fourth generation languages in the design and implementation of systems and using database management systems. General experience includes increasing responsibilities in software engineering activities. Knowledgeable of applicable standards.

### **Functional Responsibility:**

The Senior Application Engineer Analyzes and studies complex 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. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management. This

position requires a Bachelors degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

**Minimum Education:**

Possesses a Bachelor's degree in a management, business, logistics, engineering, computer science, or IT-related field.

**Data Architect (ER03)**

**Minimum/General Experience:**

Has twelve (12) years of progressive experience in the area of database management, and eight (8) years of which must include management of large scale, complex systems.

**Functional Responsibility:**

Develop an integrated data strategy for MSG and move data from Legacy Systems to the ERP solution. This individual will design, develop and manage the various core analytical data models for enterprise-wide solutions and its suite of analytical applications based upon developing an understanding of key business requirements and proprietary analytical applications. Working with other members of the enterprise-wide solution team, the data architect will identify the appropriate system data flows and data management strategies; design and architect proprietary Data Marts and Data Warehouses; and work with applications teams in validating the data models and key metrics and analytics. This position requires an individual with extensive amount of experience in Critical understanding of data warehousing and relational database concepts is a must.

**Minimum Education:**

Possesses Bachelor's degree in computer sciences, information systems, engineering, business management or other related technical area.

**Test Engineer (ER02)**

**Minimum/General Experience:**

At least five years experience in designing and developing analytical data solutions, solid skills in data architecture, data query, analysis, SQL, reporting tools and methodologies. Must have an ADP II or better DoD security level. Experience with Netcentric architectures.

**Functional Responsibility:**

Performs assignments in the test arena when provided specific objectives and standards. Establishes and uses appropriate management information feedback systems to review, control, and report on assigned projects. Applies knowledge and experience of test and evaluation in the design, planning, execution, and analysis phases of test programs to assess the performance of aeronautical systems, subsystems, and equipment. Uses comprehensive knowledge and necessary skills to determine the levels of effort, resources, and integration required to develop executable T&E programs and the technical/managerial ability to execute the T&E plan.

**Minimum Education:**

Possesses a Bachelor's degree in computer science or engineering.

**Business Process Modeler (ER01)**

**Qualifications:**

Three years experience in working with Information Technologies systems and subsystems. The Business Process Analyst will provide functional analytical support activities relating to the operation of all systems within the MMS organization. The Business Process Analyst will provide an analysis of workload schedules for MMS SPO project leaders and managers. The Business Process Analyst will provide support to maintain computer-based files, and to use computer based software to prepare reports, charts, and other documentation. The Business Process Analyst will create, change, or update briefings for presentation within the Air Force PEO management structure, the Air Force, and DoD. The Business Process Analyst will support the Business Process Engineers with their modeling tools and techniques to develop and maintain software systems.

**Minimum Education:**

Possesses a Bachelor's degree in a related technical or business discipline.

# Operations Management

## Project Director, OM07

### **Minimum/General Experience:**

The Project Director will have at least fifteen (15) years experience of which a minimum of four-six years must be specialized in managing projects, contracts, funds, and resources for Federal programs. Each post graduate degree equivalent to up to 3 years experience (post graduate study may be substituted for experience at the rate of 3 credit hours of study for 3 months of experience, up to 36 credit hours. Technical experience shall have been gained in some combination of data communications, network design, and/or operation, repair, systems acquisition, management information systems deployment and operation, help desk operations, software development and support activities.

### **Functional Responsibilities:**

Responsible for organizing, directing, and managing the day-to-day operation, support, and maintenance functions at a specific site where work may be assigned to multiple small to medium-sized project or task teams and support personnel. The composition of these multi-disciplinary teams may include customer, contractor, and other third party personnel. Task and/or project teams will provide design, development, deployment, and operational support to an extensive and diversified user base. Working in close coordination with the Program Manager, the Project Director will ensure that the performance of all assigned tasks will comply with applicable policies, directives, and regulatory requirements; and that all deliverables and support services will meet or exceed predefined quality standards.

Responsible for the direct supervision of assigned task teams, support groups, and project teams. These operational groups may provide system configuration, system operation, help desk, data network administration, computer systems administration, and voice network and infrastructure administration. Other assigned operational groups may provide maintenance and repair, inventory control, asset accountability, and cyber security certification and accreditations. In this role, the Project Director develops operational plans and schedules, implements standard operating procedures, and monitors the performance of all assigned personnel and their assigned business functions. The Project Director coordinates the development of professional training plans and performance evaluation process for each assigned individual. The Project Director will facilitate the interaction and aggressive deployment and implementation of re-engineered business processes and enterprise level business systems between assigned operational groups and other project teams; and will support these activities by gathering, analyzing, and reporting operational statistics and workload metrics. This individual will be directly responsible for providing the Program Manager with input for all contracted deliverables, reports, and reviews.

### **Minimum Education:**

Project Director requires a Bachelor's degree in Computer Science or other related field

## Management Analyst (OM06)

### **Minimum/General Experience:**

Possess a minimum of five (5) years experience in Budget, Financial, and Procurement support. Understanding of governmental budgeting process.

### **Functional Responsibility:**

Provide assistance in the development, submission and execution of the budget. Develop the required budget documentation narratives and spreadsheets for the various budget stages throughout the three-year budget cycle for Department, OMB, and Congressional Request levels. This support includes developing and maintaining electronic data bases of planned (and implemented) activities, budget, finance, procurement, and other pertinent elements found in program implementation. Monitor, analyze and summarize budget reports and implementation progress status. Monthly approved financial plan (AFP) tables are reviewed and noteworthy items are highlighted. Status reports tracking the progress of funding reservations against approved budget are maintained and reviewed with client on a regular basis. Procurement requests are initiated based on approved budget and in accordance with individual projects' contractual requirements to insure that funds are appropriately applied. Special attention is given to ensure that the established operations plan goals are reached. Inform program managers and others within the organization of the status and availability of funds in different budget accounts.

This position provides support for three separate fiscal budgets concurrently in process with each in a different phase of development or processing stages and all related activities for their implementation. This support will also include developing and maintaining electronic databases of planned (and implemented) activities, budget, finance, procurement, and other pertinent elements found in program implementation.

### **Minimum Education:**

Four-year degree from an accredited college or university

### **Onsite Program Manager (OM05)**

#### **Minimum/General Experience:**

The Program Manager will have at least eight (8) years of progressive relevant technical experience in computer applications, information technology support, or computer center operations. Technical experience shall have been gained in some combination of data communications, network design, and/or operation, repair, systems acquisition, management information systems deployment and operation, help desk operations, software development and support activities.

#### **Functional Responsibility:**

Responsible for organizing, directing, and managing the day-to-day onsite operation, support, and maintenance functions at a specific site where work may be assigned to multiple small to medium-sized project or task teams and support personnel. The composition of these multi-disciplinary teams may include customer, contractor, and other third party personnel. Task and/or project teams will provide design, development, deployment, and operational support to an extensive and diversified user base. Working in close coordination with the Program Director, the Program Manager will ensure that the performance of all assigned tasks will comply with applicable policies, directives, and regulatory requirements; and that all deliverables and support services will meet or exceed predefined quality standards.

Responsible for the in-direct supervision of assigned task teams, support groups, and project teams. These operational groups may provide system configuration, system operation, help desk, data network administration, computer systems administration, and voice network and infrastructure administration. Other assigned operational groups may provide maintenance and repair, inventory control, asset accountability, and cyber security certification and accreditations. In this role, the Project Director develops operational plans and schedules, implements standard operating procedures, and monitors the performance of all assigned personnel and their assigned business functions. The Program Manager coordinates the development of professional training plans and performance evaluation process for each assigned individual.

The On-site Program Manger will facilitate the interaction and aggressive deployment and implementation of re-engineered business processes and enterprise level business systems between assigned operational groups and other project teams; and will support these activities by gathering, analyzing, and reporting operational statistics and workload metrics. This individual will be directly responsible for providing the Program Director with input for all contracted deliverables, reports, and reviews.

#### **Minimum Education:**

Program Manager requires a Bachelor's degree in Computer Science or other related field.

### **Senior Program Manager (OM04)**

#### **Minimum/General Experience:**

The Senior Program manager will have at minimum ten (10) years hands-on experience with all or most of the following: enterprise level systems planning, business case and return on investment preparation and analysis, technology insertion and refreshment planning and deployment, network systems administration, and security and continuity of operations planning, deployment, and evaluation. Must have at least eight years program/project management experience.

#### **Functional Responsibility:**

The Senior Program manager is responsible for the direct supervision of Site Team Leaders and multiple Project Task Leaders that may be established during the life of the customer contract. In this role, the Program Manager will provide direct technical and administrative direction, assign qualified personnel to each site and project task, review and approve plans and schedules, and monitor work activities and outputs of the personnel working on all aspects of the program and related projects. The Program Manager will participate in and be directly responsible ensuring that all contracted deliverables, reports, and reviews are delivered on time, at or above predefined quality standards, and within budget. This individual will also ensure organizational reporting support to include, but not be limited to, the gathering and compilation of information for Office of Management and Budget submissions and other calls for information.

In addition, the Senior Program Manager must demonstrate experience in managing Government support contracts of similar complexity. In-depth knowledge is to be demonstrated in ADP operations that include, but are not limited to: system configuration, software development, network implementation, capacity planning, security, and systems certification and accreditation. This individual will participate in the development of strategic and operational plans for the future direction of IT activities.

#### **Minimum Education:**

Program Manager requires a Bachelor's degree in Engineering, Computer Science, or other related fields.

The Program manager must possess a PMP certification

### **Operations Manager /Support Manager (OM03)**

#### **Minimum/General Experience:**

Has eight (8) years of progressive experience in a business ADP environment with emphasis on microcomputer hardware and software applications. Four (4) years of the eight years should be on a supervisory capacity, managing the daily operations of a help desk operation in support of commercial, local, state or federal government customers. .

#### **Functional Responsibility:**

Develops intermediate and long range planning goals, as well as training plans, in the area of staff professional development. Develops and prepares pertinent user manuals and administrative information for both support staff and customers. Analyzes collected data relative to responses and resolution of received calls; devises methods and procedures to improve operational performance. In a lead capacity, supervises and manages an on-site technical staff providing a broad range of hardware and software microcomputer support to a customer's network. Provides consultation support to the Management Information Service (MIS) management on operational and supportability issues. Manages project schedules and other direct charge (ODC) budgets to ensure proper allocation of resources.

#### **Minimum Education:**

Possess a Bachelor's degree in business, finance or computer science.

### **IM Coordinator (OM02)**

#### **Minimum/General Experience:**

Two years experience in Network Administration, new application systems development and project management experience in successfully delivering information technology solutions, preferably in an IT services organization. Lead diverse teams of 10 or more people in dynamic and fast-paced environments.

One to two years of client management experience with primary accountability for a senior client relationship. Possess the ability to quickly grasp complex business and technology problems and drive them to resolution Ability to handle confidential information appropriately experience in establishing and maintaining effective working relationships Expertise in providing customer service ability to meet deadlines.

#### **Functional Responsibility:**

Provide technical support to the NPTO site in Network Services to develop new application systems and maintain and/or enhance existing NETL applications in accordance with NETL's Enterprise System Development Methodology. The activities performed in this evolutionary methodology include requirements capture, analysis, architecture, design, and implementation. Provide technical support for system integration function utilizing available hardware, and software interfaces. Provide technical support for investigating potential integration functions and services, installation and testing connections, interactions between operating systems, and operations between different operating, application, network and database systems. Perform state-of-the-art assessment, evaluate emerging information management technologies. Provide technical support for the integration of information management technologies into the NETL infrastructure. Assist in the development of annual plans to replace hardware and software on a cyclical basis at a rate to be determined by NETL. Provide support in the recommendations and action plans that ensure that technology remains state-of-the-art and able to meet the expanding requirements of NETL. Development of short-and long term plans for hardware and software acquisition and deployment. Provide direct support and assistance to NETL-Tulsa in the area of Information Management Support and System Engineering Integration and Design Support. Special emphasis is placed on providing technical support and direction to staff for the development and maintenance of network services. In addition, develop new applications in accordance with NETL's Enterprise Architecture Methodology.

#### **Minimum Education:**

Possess a Bachelor's degree from an accredited college or university.

# Technical Management

## Task Leader (TM01)

### **Minimum/General Experience:**

Technical experience shall have been gained in some combination of data communications, network design, and/or operation, repair, systems acquisition, management information systems deployment and operation, help desk operations, software development and support activities. Task Leader must have at least six years technical management experience and at least two (2) years of experience managing multiple mid-size teams (7 or more) of information technology professionals.

### **Functional Responsibilities:**

Responsible for organizing, directing, and managing the day-to-day operation, support, and maintenance functions at a specific site where work may be assigned to multiple small to medium-sized project or task teams and support personnel. The composition of these multi-disciplinary teams may include customer, contractor, and other third party personnel. Task and/or project teams will provide design, development, deployment, and operational support to an extensive and diversified user base. Working in close coordination with the Program Manager, the Task Leader will ensure that the performance of all assigned tasks will comply with applicable policies, directives, and regulatory requirements; and that all deliverables and support services will meet or exceed predefined quality standards.

Responsible for the direct supervision of assigned task teams, support groups, and project teams. These operational groups may provide system configuration, system operation, help desk, data network administration, computer systems administration, and voice network and infrastructure administration. Other assigned operational groups may provide maintenance and repair, inventory control, asset accountability, and cyber security certification and accreditations. In this role, the Task Leader develops operational plans and schedules, implements standard operating procedures, and monitors the performance of all assigned personnel and their assigned business functions. The Task Leader coordinates the development of professional training plans and performance evaluation process for each assigned individual.

The Task Leader will facilitate the interaction and aggressive deployment and implementation of re-engineered business processes and enterprise level business systems between assigned operational groups and other project teams; and will support these activities by gathering, analyzing, and reporting operational statistics and workload metrics. This individual will be directly responsible for providing the Program Manager with input for all contracted deliverables, reports, and reviews.

### **Minimum Education:**

Bachelor's degree in Computer Science or other related field.

# Computer Systems Analysis

## Computer Systems Analyst VI, CS06

### **Minimum/General Experience:**

Has ten (10) years progressive experience in system design and development.

### **Functional Responsibilities:**

Supervision received is essentially administrative, with assignments given in terms of broad general objectives and limits. Has full technical responsibility for interpreting, organizing, executing, and coordinating software engineering assignments. Plans and develops software projects concerned with unique or controversial problems which have an important effect on major programs. Explores subject area, defines scope and selection of problems for investigation, and develops concepts and approaches for resolution. Has recent experience with object-oriented design paradigms, fourth-generation languages, CASE tools, networking, and security architectures. Maintain liaison with individuals and units within or outside the company with responsibility for acting on software matters and maintaining software maturity.

### **Minimum Education:**

Possess a Bachelor's degree in computer science, information systems, engineering, or other related technical or scientific discipline.

## Computer Systems Analyst V, CS05

### **Minimum/General Experience:**

Has nine (9) years progressive experience in systems analysis, design, and development.

### **Functional Responsibilities:**

Works under general administrative direction. As a team or project leader, guides the development of broad unprecedented computer systems. The information requirements are complex and voluminous. Devises completely new ways to locate and develop data sources and establishes new factors and criteria for making subject-matter decisions. Coordinates fact-finding, analysis, and design of the system and applies the most recent developments in data processing technology and computer equipment.

### **Minimum Education:**

Possess a Bachelor's degree in computer science, information systems, engineering, or other related technical or scientific discipline.

## Computer Systems Analyst IV, CS04

### **Minimum/General Experience:**

Has seven (7) years progressive experience in systems analysis, design, and development.

### **Functional Responsibilities:**

As a team or project leader, provides expert systems analysis and design in a specialized and highly complex design area. Applies new technology to resolve unique or unyielding problems in existing complex systems. Possess a broad knowledge of data sources and flow, interactions of existing complex systems, and the capabilities and limitations of the system's software and computer equipment. Establishes the framework of new computer systems from feasibility studies to post-implementation evaluation.

### **Minimum Education:**

Possess a Bachelor's degree in computer science, information systems, engineering, or other related technical or scientific discipline.

### **Computer Systems Analyst III, CS03**

#### **Minimum/General Experience:**

Has five (5) years experience in systems analysis, design, and development.

#### **Functional Responsibilities:**

Applies systems analysis and design techniques to complex computer systems in a broad area. Guides users in formulating requirements. Advises on alternatives and on the implications of new or revised computer systems. Analyzes user project proposals to identify omissions and errors in requirements, conducts feasibility studies, recommends optimum approach, and develops system designs. Is responsible for recognizing probable conflicts and integrating diverse data elements and sources.

#### **Minimum Education:**

Possess a Bachelor's degree in computer science, information systems, engineering, or other related technical or scientific discipline.

### **Computer Systems Analyst II, CS02**

#### **Minimum/General Experience:**

Has three (3) years experience in systems analysis, design, and development.

#### **Functional Responsibilities:**

Reviews user proposals and gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment, and personnel. Prepares specifications for development of computer programs. Determines and resolves system problems and coordinates the work with program users. Orients user personnel on new or changed procedures. Working under specific objectives brings any unusual problems or controversies to the attention of the supervisor.

#### **Minimum Education:**

Possess a Bachelor's degree in computer science, information systems, engineering, or other related technical or scientific discipline.

# Systems Support

## Oracle Engineer II (SY06)

### **Minimum/General Experience:**

Has twelve (12) years progressive experience performing advanced studies in the Oracle Database, planning, design, development, and modification of complex communications, data network, and hardware systems

### **Functional Responsibility:**

Works virtually independent of any direct supervision in performing highly complex database, communications, network or hardware engineering tasks and systems studies in support of clients' needs. Responsible for design, integration, operations, and management of complex enterprise networks, linking a variety of computing platforms, operating systems, network topologies and network protocols. Makes recommendations related to the network architecture, evaluation of related hardware and software products, and network problem resolution. Directs and/or participates in highly complex advanced studies and comparisons of costs, efficiency, and reliability of associated technologies. Investigates, interprets, and evaluates highly complex systems requirements, and recommends specific modifications and areas requiring further study. Investigates, analyzes, and compares existing systems or subsystems and makes specific recommendations to increase their scope and improve their performance to meet the clients' requirements and ensure the achievement of assigned technical objectives.

### **Minimum Education:**

Possess a Bachelor's and Master's degree in computer sciences, information systems, business, engineering, or other related technical or scientific discipline

## Senior Systems Engineer (SY05)

### **Minimum/General Experience:**

Six (6) years of general experience.

### **Functional Responsibility:**

The Senior Systems Engineer works independently, with management review of end results. Continually assess the performance of appropriate software systems to identify and correct problems which impact operation efficiency and work quality. The Senior Systems Engineer maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements. The individual analyzes performance indicators such as system's response time and number of programs being processed to ensure operational efficiency. Designs, code, installs, and maintains appropriate systems software program. The Senior Systems Engineer identifies, evaluates, tailors and directs the implementation of vendor-supplied software packages. The individual performs special system regeneration where applicable to reflect changes in peripheral configuration. The Senior Systems Engineer ensures the maintenance of adequate software systems documentation. The Engineer recommends to management the purchase or lease of system software packages and related hardware and provides technical assistance to less experienced systems software personnel in the resolution of complex system-related problems. Trains users in applications programming and other user personnel in the use of systems software and related hardware. May perform other duties as assigned. Has prime accountability for the maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc. Primary duties and responsibilities include:

### **Minimum Education:**

Bachelor's degree or equivalent.

## Applications Principal Engineer (SY04)

### **Minimum/General Experience:**

Has six to nine (6-9) years progressive experience performing advanced studies in the planning, design, development, and modification of complex communications, data network, and hardware systems

### **Functional Responsibility:**

Makes recommendations related to the network architecture, evaluation of related hardware and software products, and network problem resolution. Directs and/or participates in highly complex advanced studies and comparisons of costs, efficiency, and reliability of associated technologies. Investigates, interprets, and evaluates highly complex systems requirements, and recommends specific modifications and areas requiring further study. Investigates, analyzes, and compares existing systems or subsystems and makes specific recommendations to increase their scope and improve their performance to meet the clients' requirements and ensure the achievement of assigned technical objectives.

Designs, develops, implements and maintains complex systems. May act as lead analyst in the development, implementation, and maintenance of computer systems. Coordinates and instructs programmers and systems analysts assigned to project group.

**Minimum Education:**

Possess a Bachelor's and Master's degree in computer sciences, information systems, business, engineering, or other related technical or scientific discipline.

**Systems Engineer II (SY03)**

**Minimum/General Experience:**

Has five (5) years progressive experience performing advanced studies in the planning, design, development, and modification of communications, data network and/or hardware systems

**Functional Responsibility:**

Performs assignments that require conferring with end users to analyze current methods and operating procedures, identify problems, and document specific I/O requirements, such as forms of data input, how data is to be manipulated and summarized, and how reports are to be formatted. Works with users to implement new and revised systems; performs post-implementation analysis. Analyzes user requirements, procedures, and problems to automate manual processing to improve existing computer systems.

**Minimum Education:**

Engineering degree or equivalent.

**Software Engineer II (SY02)**

**Minimum/General Experience:**

The Software Engineer requires a minimum of eight (8) years experience of which five (5) years must have been analyzing requirements for and developing large-scale systems involving information processing, communications, and networking. Specialized experience includes transforming customer requirements and information problems into solutions employing current state-of-the-art information system equipment and software. This position requires experience in computer technology, computer programming languages, developing and executing system simulation performance, developing and implementing applications using mathematical and statistical formulas, developing executive and utility software packages, and planning and executing tests of the system to ensure proper error free operation.

**Functional Responsibility:**

The Software Engineer performs the following activities: (1) assesses user and system requirements; (2) determines the best overall system architecture, based on the existing architecture if present; (3) designs the overall system; (4) formulates system specifications in accordance with applicable standards and regulations; and (5) works with System Analysts, Senior Programmer Analysts and Programmer Analysts under the overall direction of the Program Manager to design and implement the system. The Senior Systems Analyst applies systems analysis and design techniques to complex computer information systems in a broad area such as: (1) finance management; (2) logistics planning; or (3) engineering. Usually, there are multiple users of the system; however, there may be complex one-user systems, e.g., for engineering or research projects. The Senior Systems Analyst must be competent in all phases of systems analysis techniques, concepts, methods, and knowledge of available system software, computer equipment, and regulations, structure, techniques and management practices. Since input data usually come from diverse sources, the analyst is responsible for recognizing probable conflicts and integrating diverse data elements and sources. The Senior Systems Analyst produces innovative solutions for a variety of complex problems.

The Software Engineer maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. The Senior Systems Analyst performs the following activities: (1) guides users in formulating requirements; (2) advises on alternatives and on the implications of new or revised data processing systems; (3) analyzes resulting user project proposals; (4) identifies omissions and errors in requirements and conducts feasibility studies; (5) recommends an optimum approach and develops the system design for approved projects; (6) interprets information and informally arbitrates between system users when conflicts exist. The Senior System Analyst may serve as Lead Analyst in a design subgroup, directing and integrating the work of lower-level analysts, each responsible for several programs.

The Software Engineer ensures that the system and documentation developed are compliant with applicable standards such as the Defense Information Infrastructure Common Operating Environment (DII-COE), Year 2000, and any DOD, Air Force, Army, Navy, or other standards and regulations.

**Minimum Education:**

The Software Engineer must have a minimum of a Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other technical related discipline.

**Application Sys Analyst/Programmer (SY01)**

**Minimum/General Experience:**

Four (4) to seven (7) years' related experience.

**Functional Responsibility:**

The programmer prepares workflow charts and diagrams to specify in detail operations to be performed by equipment and computer programs and operations to be performed by personnel working with the system. Plans and prepares technical reports and instructional manuals and assists in the documentation of program development. The programmer may provide direction to lower level engineers. The individual must have the ability to code in multiple languages. The Analyst programmer reviews computer systems capabilities, workflow, and scheduling limitations to determine if requested program or modification is possible within existing system. Studies existing information processing systems to evaluate effectiveness and develops new systems to improve production or workflow as required.

**Minimum Education:**

Bachelor's degree in relevant field.

# Technical Support

## Principal Functional Area Analyst (TS10)

### **Minimum/General Experience:**

Has twelve (12) years progressive experience performing advanced studies in the planning, design, development, and modification of complex communications, data network, and hardware systems

### **Functional Responsibility:**

Works virtually independent of any direct supervision in performing highly complex communications, network or hardware engineering tasks and systems studies in support of clients' needs. Responsible for design, integration, operations, and management of complex enterprise networks, linking a variety of computing platforms, operating systems, network topologies and network protocols. Makes recommendations related to the network architecture, evaluation of related hardware and software products, and network problem resolution. Directs and/or participates in highly complex advanced studies and comparisons of costs, efficiency, and reliability of associated technologies. Investigates, interprets, and evaluates highly complex systems requirements, and recommends specific modifications and areas requiring further study. Investigates, analyzes, and compares existing systems or subsystems and makes specific recommendations to increase their scope and improve their performance to meet the clients' requirements and ensure the achievement of assigned technical objectives.

### **Minimum Education:**

Possess a Bachelor's and Master's degree in computer sciences, information systems, business, engineering, or other related technical or scientific discipline.

## Technical Specialist (TS07)

### **Minimum/General Experience:**

Has three (3) years' progressive experience, selectively or in combination, within the general functional area directly related to the specified task area. Has experience or extensive knowledge with the processes and procedures relative to the functional area.

### **Functional Responsibility:**

Has substantial knowledge and skills in a specific technology. He/she provides guidance to clients, project management, and project teams on issues related to their specific area of technological expertise. Plan, estimate define and document requirements for complex systems, equipment, and software configurations. Install, checkout, test, troubleshoot, and operate hardware, software, wiring, and system. Document installation and issues related thereto. Troubleshoot, maintain and repair installed hardware, software, and systems. Maintain configuration of installed systems. The Technical Specialist assists in the systems development programs/projects or a major functional area. Possess demonstrated technical and managerial skills, fully knowledgeable of all aspects of the program or programs under his/her management. Plans, develops or supports programs/projects; establishes objectives and requirements; develops budgets; develops program/project standards and schedules; monitors outside resources.

### **Minimum Education:**

Possess an Associates degree or equivalent in Computer Science, Information Systems, Engineering, Business, or other related field.

## Technician Analyst Programmer (TS06)

### **Minimum/General Experience:**

2-4 years related experience

### **Functional Responsibility:**

Performs assignments that require conferring with end users to analyze current methods and operating procedures, identify problems, and document specific I/O requirements, such as forms of data input, how data is to be manipulated and summarized, and how reports are to be formatted. Works with users to implement new and revised systems; performs post-implementation analysis. Develops products in multiple languages. Analyzes user requirements, procedures, and problems to automate manual processing to improve existing computer systems.

### **Minimum Education:**

BS/CS; BSEE

### **Technician Analyst (TS04)**

#### **Minimum/General Experience:**

Six (6) years of general experience.

#### **Functional Responsibility:**

Works independently, with management review of end results

Continually assess the performance of appropriate software systems to identify and correct problems which impact operation efficiency and work quality. Maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements. Analyzes performance indicators such as system's response time and number of programs being processed to ensure operational efficiency. Designs, code, installs, and maintains appropriate systems software program. Identifies, evaluates, tailors and directs the implementation of vendor-supplied software packages.

Performs special system regeneration where applicable to reflect changes in peripheral configuration.

Ensures the maintenance of adequate software systems documentation. Recommends to management the purchase or lease of system software packages and related hardware. Provides technical assistance to less experienced systems software personnel in the resolution of complex system-related problems. Trains users in applications programming and other user personnel in the use of systems software and related hardware.

Has prime accountability for the maintenance and operating efficiency of a major subsystem, such as the teleprocessing network, database management systems, etc. Primary duties and responsibilities include:

#### **Minimum Education:**

Bachelor's degree or equivalent.

### **Support Technical Analyst Programmer (TS03)**

#### **Minimum/General Experience:**

Five (5) years of general experience.

#### **Functional Responsibility:**

Perform information systems development, functional and data requirements analysis, systems analysis and design, programming, program design, system upgrades and documentation preparation. Implements information engineering projects; systems analysis, design and programming using CASE and IE tools and methods, systems planning, business information planning, and business analysis. Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects.

Apply, as appropriate, 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 plans and models for use in designing and building integrated, shared software and database management systems. Constructs logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.

Manage planned projects for overall installation of application and network systems. Develops action plans with milestones for system upgrades. Provides technical leadership for analysis, integration and support of new products, interfaces and performance enhancements. Analyzes and resolves system software issues.

Administer accounts and system access as needed. Assists with the development of training curriculum for customer orientation and use of new and improved systems. Also assists with application customization through process analysis and workflow development including advising customers of database file & table configuration best practices. Possess the ability to work independently.

#### **Minimum Education:**

Bachelor's degree or equivalent

### **Project Analyst (TS02)**

#### **Minimum/General Experience:**

Has four (4) years' progressive experience in the planning and analyzing of complex engineering projects.

#### **Functional Responsibility:**

Applies appropriate technical skill and stays knowledgeable of all aspects of the project section. Utilizes his/her experience or extensive knowledge with the processes and procedures relative to engineering planning. Participate in the cost and schedule development, planning execution, planning reviews and inter-discipline meetings. Prepares all related documentation. Works

independently under general guidelines or objectives set by supervisor. Employs a high degree of creativity, foresight and judgment to plan, organize and guide programs. Plan major technical sections within an engineering project.

**Minimum Education:**

Possess an associate technical degree in the related engineering discipline or has 2+ years more experience than the Minimum/General Experience requirement for this position.

**Programmer Analyst AV (TS01)**

**Minimum/General Experience:**

Three (3) years' experience.

**Functional Responsibility:**

Troubleshoots and provides problem resolution for PC and data communications hardware. Installs and relocates end-user devices. Performs account maintenance and trains new users. Tracks software license usage and controls software media. Configures supports and controls laptop computers for travel purposes. Assists users in setting up laptop computers for travel and remote access. Performs a limited range of audiovisual task with include insuring audiovisual connectivity, Projecting clarity, changing of audiovisual bulbs and changing projectors when required. Works independently The analyst updates computer software with latest software updates. Diagnoses end-user equipment and software problems. Assists users with PC applications such as word processors, spreadsheets and electronic mail. Configures, installs and supports PC's, printers and externally connected peripherals and associated data communications equipment.

**Minimum Education:**

Bachelor's degree in relevant field.

# Computer Programming

## Computer Programmer IV, CP04

### **Minimum/General Experience:**

Has ten (10) years of progressive experience in a variety of ADP environments.

### **Functional Responsibilities:**

In a supervisory capacity, plans, develops, coordinates and directs large and important programming projects. Supervises the work of a small staff; manages schedules and technically evaluates staff production. Defines complex scientific computational problems and develops computer programs for their solution. Performs simulations as required to determine effects of variations in computer equipment and software. Typically develops techniques and procedures where few precedents exist. Develops original solutions to new and unique problems.

### **Minimum Education:**

Possess a Bachelor's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.

## Computer Programmer III, CP03

### **Minimum/General Experience:**

Has seven (7) years of progressive experience in a variety of ADP environments.

### **Functional Responsibilities:**

In a supervisory capacity, applies expertise in programming to complex problems. Recommends redesign of programs, investigates and analyzes feasibility and program requirements. Plans full range of programming activities to produce different but interrelated products from numerous, diverse data elements normally from different sources. Solves difficult programming problems. Tests, documents and writes operating instructions for all programming products produced. Provides technical leadership and supervision to small task groups.

### **Minimum Education:**

Possess a Bachelor's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline. Nine (9) years of experience may substitute for the degree requirements.

## Computer Programmer II, CP02

### **Minimum/General Experience:**

Has four (4) years of progressive experience in a variety of ADP environments.

### **Functional Responsibilities:**

As a fully qualified programmer, applies expertise and knowledge of programming procedures and detailed knowledge to a program task. Works in accordance with complete statements of requirements with minimal supervision. Produces programs that are typically linked to several other programs in which the output of one becomes the input for another. Performs duties such as developing, modifying and maintaining assigned programs; designs and implements modifications to files and records within programs; responds to problems by diagnosing and correcting errors in logic and coding. May also guide and instruct lower level programmers and assist team/task leaders.

### **Minimum Education:**

Possess a Bachelor's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline. Six (6) years of experience may substitute for the degree requirements.

### **Computer Programmer I, CP01**

#### **Minimum/General Experience:**

Has two (2) years of progressive experience in a variety of ADP environments.

#### **Functional Responsibilities:**

As a qualified programmer, applies standard programming procedures and detailed knowledge to a program task. Works in accordance with complete statements of requirements with minimal supervision. Produces programs that are typically linked to several other programs in which the output of one becomes the input for another. Performs duties such as developing, modifying and maintaining assigned programs; designs and implements modifications to files and records within programs; responds to problems by diagnosing and correcting errors in logic and coding.

#### **Minimum Education:**

Possess a Bachelor's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline. Four (4) years of experience may substitute for the degree requirements.

## Specialized Development

### Senior Lotus Notes Developer (LN02)

#### **Minimum/General Experience:**

Four (4) years' general experience especially in the following areas:

- HTML & DHTML Skills
- In Depth Java, JavaScript, J2EE, JSP & Java servlet skills
- 5+ years Lotus Notes/Domino experience
- Lotus Script skills
- Detailed workflow development skills
- Cascading Style Sheets experience
- Formula Language knowledge and skills.
- Must have testing QA, and change mgmt expertise.
- Technical Documentation skills
- Experience in the following DECs, Percussion's Notrix, LEI, LSX, Quickplace, RDBM, XML, XSLT, Apache Tomcat installation & configuration.

#### **Functional Responsibility:**

Create test transactions, run tests; find errors confirm programs. Meet specifications as presented by customer. Define errors in customer's application programs and technically revise fix programs via customer approval processes. The Sr. Lotus Notes Developer will be in charge of the direct with be able to give direct leadership to the support team.

#### **Minimum Education:**

BS/BA or equivalent experience.

### Lotus Notes Developer (LN01)

#### **Minimum/General Experience:**

Three (3) years' general experience.

#### **Functional Responsibility:**

Create test transactions, Run tests, find errors confirm programs and Meet specifications as presented by customer. They will also have superior analyst consulting and technical documentation skills. Define errors in customer's application programs and they will have the technical ability to revise fix programs via customer approval processes. The Lotus Notes Developer Develops technical solutions to IT problems and/or provides designs for new software development efforts and/or software reengineering projects. Will work at the direction of the Senior Lotus notes developer. Will have most of the following skill technical skill set:

- Excellent HTML & DHTML Skills
- In Depth Java, JavaScript, J2EE, JSP & Java servlet skills
- 5+ years Lotus Notes/Domino experience
- Lotus Script skills
- Detailed workflow development skills
- Cascading Style Sheets experience
- Formula Language knowledge and skills.
- Must have testing QA, and change mgmt expertise.
- Technical Documentation skills
- Experience in the following DECs, Percussion's Notrix, LEI, LSX, Quickplace, RDBM, XML, XSLT, Apache Tomcat install & config.

#### **Minimum Education:**

Bachelor's degree in a management, business, logistics, engineering, computer science, or IT-related field.

### PowerBuilder /SQL (PB03)

#### **Minimum/General Experience:**

This position requires a minimum of eight (8) year's experience: High degree of knowledge developing PowerBuilder applications on computers and related information technology devices. General knowledge of the software packages utilized. Knowledge of SQL, JAVA programming, JavaScript, HTML programming, Forms, Database, and Integration, Adobe Photoshop, Macromedia Dreamweaver, Macromedia Flash, Adobe Acrobat, Sun Solaris operating system and UNIX shell scripting.

#### **Functional Responsibility:**

The PowerBuilder developer will possess the ability to communicate effectively with users who may not be coherent in clarifying problem situations. The individual will also have the ability to work under time constraints and other demands, to establish and maintain effective working relationships; clearly and succinctly interpret information for non-technical and technical audiences. The individual will possess excellent verbal skills to deal with client's questions about Web site marketing and to translate their message to their customers in an informative and innovative manner. This position provides technical support for the development and maintenance of the NPTO Website. This will include support for the NPTO Home Page and all related pages and documents. Support will also include maintenance of databases, graphics, links, and firewall as well as hardware and software. Individual responsible for planning, developing, designing, establishing, and maintaining Internet sites for NPTO using technical knowledge and communications expertise to achieve marketing and/or informational goals.

#### **Minimum Education:**

Bachelor of Science degree in computer science or graphics communications, or a related field.

## Computer Support

### Computer Specialist III, CX03

#### **Minimum/General Experience:**

Has five (5) years of progressive experience in a variety of ADP environments

#### **Functional Responsibilities:**

Installs and upgrades computer hardware and software. Assists Analysts in Computer Hardware and Software problem resolution. Must have a broad knowledge of the capabilities of the hardware systems to be operated. Must be familiar with all operating procedures. Process a range of scheduled routines. In addition to operating the system and resolving common error conditions, diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g. resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, may deviate from standard procedures if standard procedures do not provide a solution. Refers problems that do not respond to corrective procedures.

#### **Minimum Education:**

Possess an associate's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline. Seven (7) years of experience may substitute for the degree requirements.

### Computer Support Specialist II, CX02

#### **Minimum/General Experience:**

Has three (3) years of progressive experience in a variety of ADP environments.

#### **Functional Responsibilities:**

Installs and upgrades computer hardware and software. Assists Analysts in Computer Hardware and Software problem resolution. Must have a broad knowledge of the capabilities of the hardware systems to be operated. Must be familiar with all operating procedures. Process a range of scheduled routines. In addition to operating the system and resolving common error conditions, diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g. resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, may deviate from standard procedures if standard procedures do not provide a solution. Refers problems that do not respond to corrective procedures.

#### **Minimum Education:**

Possess an associate's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline. Five (5) years of experience may substitute for the degree requirements.

# Desktop Engineering

## Desktop Manager (DE04)

### **Minimum/General Experience:**

The Desktop Manager will have at least eight years of progressive relevant technical experience in computer applications, information technology support, or computer center operations. Technical experience shall have been gained in some combination of data communications, network design, and/or operation, repair, systems acquisition, management information systems deployment and operation, help desk operations, software development and support activities; Must have at least six years technical management experience and at least two (2) years of experience managing multiple mid-size teams (7 or more) of information technology professionals.

### **Functional Responsibilities:**

Responsible for organizing, directing, and managing the day-to-day operation, support, and maintenance functions at a specific site where work may be assigned to multiple small to medium-sized project or task teams and support personnel. The composition of these multi-disciplinary teams may include customer, contractor, and other third party personnel. Task and/or project teams will provide design, development, deployment, and operational support to an extensive and diversified user base. Working in close coordination with the Program Manager, the Desktop Manager will ensure that the performance of all assigned tasks will comply with applicable policies, directives, and regulatory requirements; and that all deliverables and support services will meet or exceed predefined quality standards.

The Desktop Manager will facilitate the interaction and aggressive deployment and implementation of re-engineered business processes and enterprise level business systems between assigned operational groups and other project teams; and will support these activities by gathering, analyzing, and reporting operational statistics and workload metrics. This individual will be directly responsible for providing the Program Manager with input for all contracted deliverables, reports, and reviews. The Desktop Manager is responsible for the direct supervision of assigned task teams, support groups, and project teams. These operational groups may provide system configuration, system operation, help desk, data network administration, computer systems administration, and voice network and infrastructure administration. Other assigned operational groups may provide maintenance and repair, inventory control, asset accountability, and cyber security certification and accreditations. In this role, the Desktop Manager develops operational plans and schedules, implements standard operating procedures, and monitors the performance of all assigned personnel and their assigned business functions. The Desktop Manager coordinates the development of professional training plans and performance evaluation process for each assigned individual.

### **Minimum Education:**

Desktop Manager requires a Bachelor's degree in Computer Science or other related field.

## Sr. Desktop Engineer (DE03)

### **Minimum/General Experience:**

Possess eight (8) years of progressive experience in the installation, maintenance and operation of equipment related to area of technical expertise.

### **Functional Responsibilities:**

The Engineer performs board level maintenance and swap out of component parts for ADPE, including PCs, printers, plotters, NIUs, etc. Performs tests to locate problems using diagnostic software and electronic test equipment. Repairs/replaces broken or non-functional parts that prevent proper operation of mechanical devices. Tests ADPE to validate functionality. Installs and/or relocates hardware and software at a designated location and assists users with initial operating instructions. Works independently, with minimal supervision, in assessing complex problems and developing/selecting alternative solutions. Responds to user help calls referred by the help desk or other managers. Diagnoses end-user equipment.

### **Minimum Education:**

Possess an Associates degree and/or technical school certification in related area.

### **Desktop Engineer (DE01)**

#### **Minimum/General Experience:**

The Desktop Engineer must possess three (3) years of experience in the installation, maintenance and operation of equipment related to area of technical expertise.

#### **Functional Responsibilities:**

Installs and upgrades computer hardware and software. The Engineer assists Analysts in Computer Hardware and Software problem resolution: Must have a broad knowledge of the capabilities of the hardware systems to be operated: Must be familiar with all operating procedures. Process a range of scheduled routines. In addition to operating the system and resolving common error conditions, diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g. resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, may deviate from standard procedures if standard procedures do not provide a solution: Refers problems that do not respond to corrective procedures: Performs minor maintenance tasks under the supervision of a Senior Desktop Engineer.

#### **Minimum Education:**

Possess an Associate's degree in computer science, information systems, engineering, mathematics or other related technical or scientific discipline.

# Computer Systems Security

## Computer Security Systems Specialist IV, SS04

### **Minimum/General Experience:**

Has twelve (12) years experience, of which at least eight (8) years must be specialized experience in defining computer security requirements for high level applications, evaluation of approved security product capabilities, and developing solutions to MLS problems.

### **Functional Responsibility:**

Leads a team of Specialists tasked to analyze and define security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs daily supervision and direction to staff.

### **Minimum Education:**

A Bachelor's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related discipline. Twelve (12) years of experience may substitute for the degree requirements.

## Computer Security Systems Specialist III, SS03

### **Minimum/General Experience:**

Has ten (10) years experience, of which at least six (6) years must be specialized experience in defining computer security requirements for high level applications, evaluation of approved security product capabilities, and developing solutions to MLS problems.

### **Functional Responsibility:**

Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs daily supervision and direction to staff.

### **Minimum Education:**

A Bachelor's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related discipline. Ten (10) years of experience may substitute for the degree requirements.

## Computer Security Systems Specialist II, SS02

### **Minimum/General Experience:**

Has eight (8) years experience, of which at least five (5) years must be specialized experience in defining computer security requirements for high level applications, evaluation of approved security product capabilities, and developing solutions to MLS problems.

### **Functional Responsibility:**

Member of a team that analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Plans for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Can perform duties with minimum supervision.

### **Minimum Education:**

A Bachelor's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related discipline. Eight (8) years of experience may substitute for the degree requirements.

# Information Assurance

## Cyber Security Analyst (IA06)

### **Minimum/General Experience:**

The Cyber Security Analyst will have at least 5 years experience. The analyst will have demonstrated experience of computers and related information technology devices. Extensive knowledge of the software packages utilized: Thorough knowledge of delivery techniques necessary to conduct a variety of training sessions: Familiarity with the software development process and the stages in the documentation process: Familiarity in developing tutorials, procedure guides, reference materials, online help systems, and online documentation: Strong skills in Microsoft products and PC desktop publishing tools helpful, but not necessary: Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals.

### **Functional Responsibility:**

Support and maintain cyber security to ensure the highest possible level of protection from internal (virus invasion, etc.) and outside intrusion. Review and revise as needed the site wide Cyber Security Plan to reflect current best practices and to ensure compliance with the NETL Cyber Security Plan. Process all security related reports and requests for information in a timely manner. The Cyber Security Analyst ensures that all system platforms are functional and secure and works with upper management to determine acceptable level of risk for enterprise computing platforms. The analyst troubleshoots network access problems and implements network security policies and procedures. Ensures network (LAN/WAN, telecommunications, and voice) security access and protects against unauthorized access, modification, or destruction. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to top management.

### **Minimum Education:**

Any combination of education and experience providing the required skill and knowledge for successful performance would be qualifying. Typical qualifications would be equivalent to:

- College level course work toward a Computer Science related degree,
- Coursework and testing completed for MCSE, and
- Five (5) years of increasing responsibility of medium-sized computer network including LAN/WAN, servers and workstations.

## Senior Information Engineer (IA05)

### **Minimum/General Experience:**

A total of six (6) years' experience. Two (2) years of specialized experience. The remainder may be any combination of specialized and/or general experience. Experience in information systems development which include functional and data requirements analysis, systems analysis and design, program design, programming, the preparation of documentation, and report preparation and presentation.

### **Functional Responsibility:**

The Senior Information Engineer provides technical guidance and support in the efficient application of Information Engineering (IE) techniques for Client or Government personnel. (Note: In this context IE is equivalent to Software Engineering). This may include support to personnel during any project phase. The IESS shall provide technical guidance and direction in applying IE techniques, in the use of automated support tools, and in the review of products. The IESS shall lead discussions and introduce and initiate project phases. The Senior Information Engineer shall give technical guidance to project leaders, shall review progress and recommend redirection of effort, and shall critique project progress on a continuing basis.

### **Minimum Education:**

A graduate degree in Computer Science or related study.

### **Security Engineer (IA03)**

#### **Minimum/General Experience:**

The individual will have four years of experience performing the foregoing functions or a Master's degree with two years of related work.

#### **Functional Responsibility:**

Individual will provide security architecture, policy and design guidance for business systems and networks. Individual will also provide Information Security Certification and Accreditation Support for applications, systems and networks in accordance with appropriate customer policies and processes and performs as an Information Assurance assessment team member. The individual will support for defining and assessing appropriate procedural security, network security and connection rules, configuration management and accountability, maintenance, system rules of behavior, personnel and technical security controls, marking and labeling, incident response, continuity Participates in planning, cost analysis and implementation of all aspects of ADP security. Develops and implements Tempest procedures in all areas. Designs, develops, implements, and supports all ADP security policy, procedures, and systems. Will help provide security architecture, policy and design guidance for business systems and networks. Individual may also help provide Information Security Certification and Accreditation Support for applications, systems and networks in accordance with appropriate customer policies and processes. Helps develops materials and provide instruction to teams in the C&A activities at the appropriate skill level to accomplish the mission. Prepares security briefings and reports as necessary and participates as a subject matter expert in support of NETL security initiatives, conferences and Information Security Awareness. The Security Engineer implements and monitors ADP security procedures and issues. The Individual will also conduct risk assessments, firewall determinations, and security procedures.

#### **Minimum Education:**

A Bachelor's degree in Computer Science, Information Systems, Mathematics, Operations Research, Statistics, Engineering, or a related field.

# Worldwide Web Development and Support

## Web Designer II, WD06

### **Minimum/General Experience:**

This position requires a minimum of six (6) years experience, of which at least three (3) years must be specialized. Specialized experience includes: preparing web pages for Internet and/or Intranet or Extranet applications. General expertise pertaining to all aspects of web page development and implementation. Demonstrated ability to work independently or under only general direction.

### **Functional Responsibility:**

Develops web page content based on interviews and other data provided; utilizes web page authoring system(s) to create layouts and coding. Applies HTML, JavaScript, ActiveX and other state-of-the art tools to create dynamic web page designs. Works independently to complete all phases of web page design, development and implementation.

### **Minimum Education:**

A Bachelor's degree or eight (8) years of experience is required.

## Web Master – Home Page (WD04)

### **Minimum/General Experience:**

This position requires a minimum of eight (8) year's experience: General knowledge of computers and related information technology devices. General knowledge of the software packages utilized. Knowledge of JAVA programming, JavaScript, HTML programming, Forms, Database, and Integration, Adobe Photoshop, Macromedia Dreamweaver, Macromedia Flash, Adobe Acrobat, Sun Solaris operating system and UNIX shell scripting.

### **Functional Responsibility:**

The Web Master will possess the ability to communicate effectively with users who may not be coherent in clarifying problem situations. The individual will also have the ability to work under time constraints and other demands, to establish and maintain effective working relationships; clearly and succinctly interpret information for non-technical and technical audiences. The individual will possess excellent verbal skills to deal with client's questions about Web site marketing and to translate their message to their customers in an informative and innovative manner. This position provides technical support for the development and maintenance of the NPTO Website. This will include support for the NPTO Home Page and all related pages and documents. Support will also include maintenance of databases, graphics, links, and firewall as well as hardware and software. Individual responsible for planning, developing, designing, establishing, and maintaining Internet sites for NPTO using technical knowledge and communications expertise to achieve marketing and/or informational goals.

### **Minimum Education:**

Bachelor of Science degree in computer science or graphics communications, or a related field.

## Web Designer Technical Writer (WD03)

### **Minimum/General Experience:**

This position requires a minimum of three (3) years' experience: General knowledge of computers and related information technology devices. General knowledge of the software packages utilized. Knowledge of JAVA programming, JavaScript, HTML programming, Forms, Database, and Integration, Adobe Photoshop, Macromedia Dreamweaver, Macromedia Flash, Adobe Acrobat, Sun Solaris operating system and UNIX shell scripting. The individual excels in technical writing capabilities. This individual is considered an expert in MS Word.

### **Functional Responsibility:**

The Web Master will possess the ability to communicate effectively with users who may not be coherent in clarifying problem situations. The individual will also have the ability to work under time constraints and other demands, to establish and maintain effective working relationships; clearly and succinctly interpret information for non-technical and technical audiences. The individual will possess excellent verbal skills to deal with client's questions about Web site marketing and to translate their message to their customers in an informative and innovative manner.

### **Minimum Education:**

Bachelor of Science degree in computer science or graphics communications, or a related field.

### **Web Server Admin (WD01)**

#### **Minimum/General Experience:**

This position requires a minimum of eight (8) years experience, of which at least five (5) years must be specialized. Specialized experience includes: preparing web pages for Internet and/or Intranet or Extranet applications. General expertise pertaining to all aspects of web page development and implementation. Demonstrated ability to work independently or under only general direction. Must have experience in managing technical development efforts.

#### **Functional Responsibility:**

The Admin applies HTML, JavaScript, ActiveX and other state-of-the art tools to create dynamic web page designs. The administrator also leads a team responsible for developing web pages based on interviews and other provided data, utilizing web page authoring system(s) to create layouts and coding.

#### **Minimum Education:**

A Bachelor's degree is required.

# Systems/Communications Engineering

## Senior Systems/Network/Communications Engineer, CE05

### **Minimum/General Experience:**

Has twelve (12) years progressive experience performing advanced studies in the planning, design, development, and modification of complex communications, data network, and hardware systems.

### **Functional Responsibilities:**

Works virtually independent of any direct supervision in performing highly complex communications, network or hardware engineering tasks and systems studies in support of clients' needs. Directs and/or participates in highly complex advanced studies and comparisons of costs, efficiency, and reliability of associated technologies. Investigates, interprets, and evaluates highly complex systems requirements, and recommends specific modifications and areas requiring further study. Investigates, analyzes, and compares existing systems or subsystems and makes specific recommendations to increase their scope and improve their performance to meet the clients' requirements and ensure the achievement of assigned technical objectives. Responsible for design, integration, operations, and management of complex enterprise networks, linking a variety of computing platforms, operating systems, network topologies and network protocols. Makes recommendations related to the network architecture, evaluation of related hardware and software products, and network problem resolution.

### **Minimum Education:**

Possess a Bachelor's and Master's degree in computer sciences, information systems, business, engineering, or other related technical or scientific discipline.

## Systems/Network/Communications Engineer, CE04

### **Minimum/General Experience:**

Has ten (10) years progressive experience performing advanced studies in the planning, design, development, and modification of communications, data network, and hardware systems.

### **Functional Responsibilities:**

Conducts research and investigates new, state-of-the-art technology through studies and market surveys. Substantiates findings through product evaluations and demonstrations. Participates with users and management in determining telecommunications, network or systems engineering requirements and configurations. Directs and/or participates in highly complex advanced studies involving one or more technologies and a comparison of cost, efficiency, and reliability of the technologies. Performs highly complex network engineering tasks and system studies. Investigates, interprets, and evaluates highly complex system requirements, and recommends specific modifications and/or areas requiring further study. Plans implementation of enhancements and upgrades to the network; performs studies of network configurations and recommends enhancements; directs the acquisition, installation, and testing of network hardware; and isolates, resolves, or circumvents network problems.

### **Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, business, engineering, or other related technical or scientific discipline. Twelve (12) years of experience may substitute for the degree requirements.

## Systems/Network/Communications Engineer, CE03

### **Minimum/General Experience:**

Has eight (8) years progressive experience performing advanced studies in the planning, design, development, and modification of communications, data network, and/or hardware systems.

### **Functional Responsibilities:**

Conducts research utilizing state-of-the-art technology. Participates with users and management in determining telecommunications, network or systems engineering requirements and configurations. Participates in complex advanced studies involving one or more technologies and a comparison of cost, efficiency, and reliability of the technologies. Performs complex network engineering tasks and system studies. Investigates, interprets, and evaluates complex system requirements, and recommends specific modifications and/or areas requiring further study. Implements enhancements and upgrades to the network; performs studies of network configurations and recommends enhancements; directs the acquisition, installation, and testing of network hardware; and isolates and resolves network problems.

### **Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, business, engineering, or other related technical or scientific discipline. Ten (10) years of experience may substitute for the degree requirements.

### Systems/Network/Communications Engineer II, CE02

#### **Minimum/General Experience:**

Has five (5) years' progressive experience performing advanced studies in the planning, design, development, and modification of communications, data network and/or hardware systems.

#### **Functional Responsibilities:**

Assists in the design, operation, and performance of major telecommunications systems and networks including transmission concepts and technologies, access services, circuit types and costs, networking, and voice and data equipment. Has experience with communications systems, PC and server operating systems, network products, protocols, etc.

#### **Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, business, engineering, or other related technical or scientific discipline. Eight (8) years of experience may substitute for the degree requirements.

### Systems/Network/Communications Engineer I, CE01

#### **Minimum/General Experience:**

Has two (2) years' progressive experience performing advanced studies in the planning, design, development, and modification of voice and/or data network systems.

#### **Functional Responsibilities:**

Under direct supervision, assists in analyzing customer's voice, data, and image requirements, and develops cost-effective solutions. Prepares work plans and schematics for the placement, implementation, rearrangement, or removal of voice, data, and video/audio cables and associated hardware; assists in analyzing, selecting, and designing circuit paths, transmission logic, and hardware; assists in evaluating projected network usage, signaling characteristics, and proposed network media; and recommends media that will ensure transport and receipt of voice, data, and video/audio signaling.

#### **Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, business engineering, or other related technical or scientific discipline. Five (5) years of experience may substitute for the degree requirements.

# Specialty Network Engineering

## NT Systems Administrator (NT06)

### **Minimum/General Experience:**

Three to five years' related network administration experience.

### **Functional Responsibility:**

The NT Systems Administrator evaluates hardware and software, including peripheral, output, and telecommunications equipment. Enforces security procedures, installs network performance; Troubleshoots moderately complex problems. Coordinates network policies, procedures and standards; Trains users. Installs, maintains and coordinates the usage of employer's computer NT network systems. Performs a variety of system administration functions in support of MIS services related to the operation, performance and availability of data communications networks. Installs, configures and maintains hardware and software on the network computer systems. Recommend reconfiguration and implementation of net hardware to increase performance. Possess a working knowledge of network operating systems to include Microsoft Windows NT and 2000, MS Exchange, MS SMS, proxy servers, email gateways and DNS. Modifies and creates login scripts and command language programs. Work from directions of the NCC to assign or re-assign network device logicals. Conducts load balancing efforts to achieve optimum device utilization and network performance. Administrate email functions. Establishes mail boxes and network performance. Works with customer and operations staff in the isolation and resolution of day-to-day tasking and problems. Schedules preventative and emergency maintenance activities. Performs system back-ups and data recovery. Provides on-call support as needed.

### **Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, business engineering, or other related technical or scientific discipline.

## Network Telecommunications Technician (NT05)

### **Minimum/General Experience:**

The Technician will have three (3) five (5) years of experience assisting in the planning, designing, and implementation of physical and logical communications networks. Must be familiar with the principles of preparing work statements, test data, and procedures for evaluating, debugging, and checking equipment

### **Functional Responsibility:**

Prepares work prints and schematics for the placement, implementation, rearrangement, or removal of voice, data, and video/audio cables and associated hardware, assists in analyzing, selecting, and designing circuit paths, transmission logic, and hardware to connect localized networks; assists in evaluating projected network usage, signaling characteristics, and proposed network media; and recommends media that will ensure transport and receipt of voice, data, and video/audio signaling. Under direct supervision, assists in analyzing customer's voice, data, and image requirements, and develops cost-effective solutions.

### **Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, business engineering, or other related technical or scientific discipline.

## Intermediate Network Telecom Tech (NT04)

### **Minimum/General Experience:**

Three (3) years related experience in network management. Six (6) years of general experience.

### **Functional Responsibility:**

Under supervision performs a variety of network engineering tasks 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. Performs with some latitude for un-reviewed actions and decisions.

### **Principal Duties and Responsibilities:**

- 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.
- Coordinates the activities of Network Technicians assigned to specific network engineering projects.

- May perform other duties as assigned.

**Minimum Education:**

Bachelor's degree or equivalent.

**Entry Level NT Systems Administrator (NT03)**

**Minimum/General Experience:**

One to two years' related network administration experience.

**Functional Responsibility:**

The entry level administrator assists in the evaluation of hardware and software, including peripheral, output, and telecommunications equipment. Enforces security procedures, installs network performance; Troubleshoots minor problems. Coordinates network policies, procedures and standards. The entry level NT systems Administrator is directly supervised by an NT Systems Administrator. With guidance he/she installs, maintains and coordinates the usage of employer's computer NT network systems. The individual has a working knowledge of Windows NT and 2000, Microsoft Exchange, Microsoft SMS, proxy servers, e-mail gateways and DNS. Modifies and creates login scripts and command language programs.

**Minimum Education:**

Bachelor of Science or Bachelor of Computer Science.

**Network Admin – PC Technician (NT02)**

**Minimum/General Experience:**

The Network Admin will have two (2) years progressive experience performing advanced studies in the planning, design, development, and modification of voice and/or data network systems.

**Functional Responsibility:**

Prepares work plans and schematics for the placement, implementation, rearrangement, or removal of voice, data, and video/audio cables and associated hardware; assists in analyzing, selecting, and designing circuit paths, transmission logic, and hardware; assists in evaluating projected network usage, signaling characteristics, and proposed network media; and recommends media that will ensure transport and receipt of voice, data, and video/audio signaling. Under direct supervision, assists in analyzing customer's voice, data, and image requirements, and develops cost-effective solutions.

**Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, business engineering, or other related technical or scientific discipline.

**PC Technician (NT01)**

**Minimum/General Experience:**

One (1) to five (5) years of applicable experience in maintaining and repairing computer systems, including peripheral equipment and supporting software.

**Functional Responsibility:**

The PC Technician works under general supervision providing maintenance of computer and peripheral equipment and software systems in an operational environment generally at a client site. The specialist is responsible for diagnosing technical and operational problems at the site and implementing necessary actions to resolve problems; provides instruction/assistance to system users in the use of applications software and hardware, as required. Provide technical management support to remote client sites. Day to day supervision for the maintenance of the computer site, including the computer, all peripheral equipment, and support software programs, in operational condition.

**Minimum Education:**

High School diploma or certification.

# UNIX Engineering

## Linux Programmer (UX03)

### **Minimum/General Experience:**

The Linux programmer should possess eight (8) or more years of IT experience. The individual will be skilled in the analysis, design, and/or deployment of IT architectures (e.g., hardware and software communications). Must possess experience in one or more of the IT life-cycle phases (e.g., concept, requirements, design, code, test, implementation, maintenance). May have specialized experience in one or more of the following areas: computer security, sizing/workload analysis, performance tuning, and/or testing.

### **Functional Responsibility:**

Requires ability to develop parallel programs in Fortran and C and support users doing the same. Provide “getting started” material to users and maintain database of FAQ’s and other information that will streamline the users path to productively using parallel programming tools on a Linux Cluster. Work in a consulting role to research groups. Support the operation and availability of the Linux Cluster scientific software environment at AFIT. Requires expertise in cluster computing software including the ability to configure and maintain parallel programming tools such as MPI, Myrinet, PVM, PBS, etc.

### **Minimum Education:**

Bachelor’s degree in a management, business, logistics, engineering, computer science, or IT-related field.

## UNIX Network Technician (UX02)

### **Minimum/General Experience:**

The UNIX Network Technician Possess two (2) years progressive experience performing advanced studies in the planning, design, development, and modification of voice and/or data network systems.

### **Functional Responsibility:**

Prepares work plans and schematics for the placement, implementation, rearrangement, or removal of voice, data, and video/audio cables and associated hardware; assists in analyzing, selecting, and designing circuit paths, transmission logic, and hardware; assists in evaluating projected network usage, signaling characteristics, and proposed network media; and recommends media that will ensure transport and receipt of voice, data, and video/audio signaling. Activities include software and hardware installation of Microsoft software product, software maintenance, network and system security management, systems backup and recover, and user assistance with hardware and software operation. Maintain upgrade current hardware and software. Comply with all directed security updates, prescribed information assurance procedures and measures. Assist faculty and staff with planning future computer hardware and software needs. Provide integration assistance for PC’s and workstations. Under direct supervision, assists in analyzing customer’s voice, data, and image requirements, and develops cost-effective solutions.

### **Minimum Education:**

Possess a Bachelor’s degree in computer sciences, information systems, business engineering, or other related technical or scientific discipline.

## UNIX Systems Administrator (UX01)

### **Minimum/General Experience:**

Three (3) to five (5) years’ related network administration experience.

### **Functional Responsibility:**

Evaluate hardware and software, including peripheral, output, and telecommunications equipment. Enforces security procedures, installs network performance. Troubleshoots moderately complex problems. Coordinates network policies, procedures and standards. Trains users. Performs a variety of system administration functions in support of UNIX MIS services related to the operation, performance and availability of the AFIT UNIX computer systems. Reviews and recommends specific solutions for a client/server environment. Modifies and creates login scripts and command language programs. Work from directions of the NCC to assign or re-assign network device logicals. Conducts load balancing efforts to achieve optimum device utilization and network performance. Administrate email functions. Establishes mail boxes and network performance. Works with customer and operations staff in the isolation and resolution of day-to-day tasking and problems. Schedules preventative and emergency maintenance activities. Performs UNIX system back-ups and data recovery. Provides on-call support as needed.

### **Minimum Education:**

BS or BSCS

## Subject Matter Experts

### Subject Matter Expert II, SM02

#### **Minimum/General Experience:**

Has minimum of five (5) years experience and oversees team of system professionals and technicians in installing and maintaining custom and commercial application software. Assists system professionals and technicians in installing and maintaining operation system, network, and data base management software.

#### **Functional Responsibility:**

Serves as a consultant in coding, testing, and document creation, computer programs, modules, subroutines, linkages to Windows objects and application program interfaces to commercial software using two or more programming languages. Has ability to adapt to new situations and environments. Possess keen troubleshooting skills to assist other System Analysts and Program Managers. The SME provides leadership or analytical expertise to other specialist: operates with substantial independence and initiative. Has extensive knowledge of process, software product and/or specific technology. Performs on a daily basis, a variety of system design, analysis, 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 relevant field

# Help Desk Support

## Helpdesk Manager (HD04)

### **Minimum/General Experience:**

Has eight (8) years of progressive experience in a helpdesk environment with emphasis on microcomputer hardware and software applications. Four (4) years of the six years should be on a supervisory capacity, managing the daily operations of a help desk operation in support of commercial, local, state or federal government customers.

### **Functional Responsibility:**

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

### **Minimum Education:**

Possess a Bachelor's degree in business, finance or computer science.

## Help Desk Coordinator II (HD03)

### **Minimum/General Experience:**

Has six (6) years of progressive experience in a business ADP environment with emphasis on microcomputer hardware and software applications. Two (2) years of the six years should be on a supervisory capacity, managing the daily operations of a help desk operation in support of commercial, local, state or federal government customers.

### **Functional Responsibilities:**

In a lead capacity, supervises and manages an on-site technical staff providing a broad range of hardware and software microcomputer support to a customer's network. Provides consultation support to the Management Information Service (MIS) management on operational and supportability issues. Manages project schedules and Other Direct Charge (ODC) budgets to ensure proper allocation of resources. Develops intermediate and long range planning goals, as well as training plans, in the area of staff professional development. Develops and prepares pertinent user manuals and administrative information for both help desk staff and customers. Analyzes collected data relative to responses and resolution of received calls; devises methods and procedures to improve operational performance.

### **Minimum Education:**

Possess a bachelor's degree in business, finance or computer science. An Associate's degree and eight (8) years experience or ten (10) years of experience may substitute for the bachelor's degree requirement.

## Helpdesk Support (HD02)

### **Minimum/General Experience:**

Has five (5) years of progressive experience in a helpdesk environment with emphasis on microcomputer hardware and software applications.

### **Functional Responsibility:**

Provides user support to IBM compatible PC users and/or provides user support Macintosh users. Works with multi-server Novell 5.11 based system supporting users and work printers. Experience running a variety of applications that may include: Windows WP for Windows, Word for Windows, Excel, Paradox for Windows, PowerPoint, Procomm and cc:Mail for Windows, etc. Experience installing and setting up IBM workstations. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.

### **Minimum Education:**

High School diploma or equivalent.

**Help Desk Coordinator I, (HD01)**

**Minimum/General Experience:**

Has three (3) years of progressive experience in a business ADP environment with emphasis on microcomputer hardware and software applications.

**Functional Responsibilities:**

Staff the Help Desk. Answers user's calls and records all necessary information. Offers assistance over the phone and follows the problem through to resolution. Assigns center, or appropriate area for resolution. Logs and reports data on the number and type of calls received.

**Minimum Education:**

Possess a High School diploma and associates degree. Five (5) years of experience may substitute for the degree requirements.

# Database Analysis and Support

## Database Management Specialist IV, DM04

### **Minimum/General Experience:**

Has ten (10) years of progressive experience in the area of database management five (5) years of which must include management of large scale, complex systems.

### **Functional Responsibilities:**

Responsible for the management of a single, large (or several smaller) database management systems. Possess demonstrated technical and managerial skills, fully knowledgeable of all aspects of the program(s) under their management. Plans and develops programs/projects; analyzes user requirements; prepares system design; develops system implementation and operation plans; establishes and maintains configuration baselines; develops user training programs; prepares budgets; conducts and/or supports reverse engineering and data modeling activities. Coordinates, reviews and supervises work of assigned staff. Reviews/oversees preparation of all related documentation; conducts program reviews, meetings, etc. Works independently under general guidelines or objectives set by supervisor. Employs a high degree of creativity, foresight and judgment to plan, organize and guide programs.

### **Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, engineering, business management or other related technical area. Twelve (12) years of experience may substitute for the degree requirements.

## Database Management Specialist III, DM03

### **Minimum/General Experience:**

Has seven (7) years of progressive experience in the area of database management.

### **Functional Responsibilities:**

Performs a broad range of tasks associated with the design, implementation and operation of database management systems. Uses own knowledge and information supplied relative to the technical or administrative aspects of the program to perform and/or support system analysis and design activities. Implements system designs; tests, troubleshoots and maintains installed systems; performs data retrieval; develops and implements user training; provides user on-line support; prepares system related documentation; develops/supports system enhancements; designs database applications using specific programs. Participates in meetings, design reviews, briefings, etc.; identifies and reports on issues or related problems and potential risks; recommends risk mitigation actions. Works independently, under general guidelines set by supervisor, modifies and/or adapts techniques and standard approaches to solve moderately difficult problems encountered.

### **Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, engineering, business management or other related technical area. Ten (10) years of experience may substitute for the degree requirements.

## Database Management Specialist II, DM02

### **Minimum/General Experience:**

Has five (5) years of progressive experience in the area of database management.

### **Functional Responsibilities:**

Specifies proper types of files organization, indexing methods, and security procedures. Supports project teams on the design of complex hierarchical databases (e.g., schema and subschema details). Defines specialized aspects of user's data base administrator documentation. Performs detailed comparisons of various database systems; implements system designs; tests, troubleshoots and maintains installed systems; provides user training and on-line support; conducts data retrieval; develops electronic commerce and electronic data interchange standards to improve productivity; prepares system related documentation. Works independently, under general guidelines set by supervisor.

### **Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, engineering, business management or other related technical area. Seven (7) years of experience may substitute for the degree requirements.

# Database Programming

## Database Specialist (DP05)

### **Minimum/General Experience:**

Minimum 5 years' relational database environment, with 3 years' administering large database installations.

### **Functional Responsibility:**

The Database Specialist performs logical and physical data base design and maintenance. The DB specialist provides guidance and expertise in the use of data base languages. Performs data analysis, database design, development, and maintenance activities, and implementation, aimed, for databases and database conversion. Develops Interfaces and subroutines to access data from different computing platforms and operating systems. Performs data storage and access requirements. Plans and administers computerized databases, including database definition, structure, documentation, long range requirements, and operational guidelines. Ensures quality control and auditing of data. Establishes security controls. Works with users to resolve data conflicts and inappropriate data usage

### **Minimum Education:**

A Bachelor of Science degree in Computer Science, Mathematics, Statistics, or Engineering.

## Remedy DBA (DP04)

### **Minimum/General Experience:**

The Remedy DBA will possess 4 years' experience with the remedy product.

### **Functional Responsibility:**

The Remedy DBA Provides guidance and expertise in the use of data base languages. The Remedy DBA performs data analysis, database design, development, and maintenance activities, and implementation, aimed, for databases and database conversion. The DBA will develop Interfaces and subroutines to access data from different computing platforms and operating systems. The Remedy DBA Performs logical and physical data base design and maintenance to a remedy database. Performs data storage and access requirements.

### **Minimum Education:**

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline is required.

## Database Programmer (DP03)

### **Minimum/General Experience:**

Has seven (5) years of progressive experience in the area of database management.

### **Functional Responsibilities:**

Performs a broad range of tasks associated with the design, implementation and operation of database management systems. Uses own knowledge and information supplied relative to the technical or administrative aspects of the program to perform and/or support system analysis and design activities. Implements system designs; tests, troubleshoots and maintains installed systems; performs data retrieval; develops and implements user training; provides user on-line support; prepares system related documentation; develops/supports system enhancements; designs database applications using specific programs. Participates in meetings, design reviews, briefings, etc.; identifies and reports on issues or related problems and potential risks; recommends risk mitigation actions. Works independently, under general guidelines set by supervisor, modifies and/or adapts techniques and standard approaches to solve moderately difficult problems encountered. The DB Programmer performs requirements gathering, design, programming, testing, documentation and implementation of applications. Required knowledge of information systems and related system concepts for effective development and deployment of software modules. The Programmer also participates in all phases of software development with emphasis on the design, coding, testing, documentation and acceptance phases. Interviews customers on requirements and provides guidance, problem solving expertise and training to other database programmers/analyst.

### **Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, engineering, business management or other related technical area.

### ACD DBA (DP02)

**Minimum/General Experience:**

The ACD DBA will possess four (4) years' experience automatic call technology.

**Functional Responsibility:**

The ACD DBA Provides guidance and expertise in the use of Automatic call data base languages. The ACD DBA performs data analysis, database design, development, and maintenance activities, and implementation, aimed, for databases and database conversion. The DBA will develop Interfaces and subroutines to access data from different computing platforms and operating systems. The ACD DBA Performs logical and physical data base design and maintenance to a remedy database. Performs data storage and access requirements

**Minimum Education:**

A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline is required.

### Database Programmer Associate (DP01)

**Minimum/General Experience:**

Has five (5) years of progressive experience in the area of database management.

**Functional Responsibilities:**

The DBA specifies proper types of files organization, indexing methods, and security procedures. Supports project teams on the design of complex hierarchical databases (e.g., schema and subschema details). They define specialized aspects of user's data base administrator documentation. Performs detailed comparisons of various database systems; implements system designs; tests, troubleshoots and maintains installed systems; provides user training and on-line support; conducts data retrieval; develops electronic commerce and electronic data interchange standards to improve productivity; prepares system related documentation. The individual works independently, under general guidelines set by supervisor. Associate performs assigned portions of requirements gathering, design, programming, testing, documentation and implementation of applications. The DBA required knowledge of information systems and related systems concepts for effective development and deployment of software module. Evaluates user requirements to determine programming procedures and approaches for problem solution.

**Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, engineering, business management or other related technical area.

# Engineering Support

## Senior Engineering Technician, ST02

### **Minimum/General Experience:**

Has eight (8) years of progressive experience in the installation, maintenance and operation of equipment related to area of technical expertise.

### **Functional Responsibilities:**

Works independently, with minimal supervision, in assessing complex problems and developing/selecting alternative solutions. Responds to user help calls referred by the help desk or other managers. Diagnoses end-user equipment. Performs board level maintenance and swap out of component parts for ADPE, including PCs, printers, plotters, NIUs, etc. Performs tests to locate problems using diagnostic software and electronic test equipment. Repairs/replaces broken or non-functional parts that prevent proper operation of mechanical devices. Tests ADPE to validate functionality. Installs and/or relocates hardware and software at a designated location and assists users with initial operating instructions.

### **Minimum Education:**

Possess an associates degree and/or technical school certification in related area. Ten (10) years of experience may substitute for the degree requirements.

# Hardware Maintenance

## Hardware Maintenance (HM02)

### **Minimum/General Experience:**

Two (2) to seven (7) years of experience in maintaining and repairing computer equipment, peripheral equipment, and supported software; Must be familiar with the principles of sound judgment, as well as high levels of technical knowledge and expertise, in the performance of his/her duties. Most work is covered by established procedures and precedents.

### **Functional Responsibility:**

He/she will be responsible for diagnosing technical and operational problems at the site, and for implementing necessary action after consultation with the Facility Manager. Provides instruction/assistance to system users in the use of the applications software and hardware, as required, and performs work on special projects as assigned by the facility manager. He/she will assist in the preparation of technical reports and, in special circumstances, will produce technical reports; Performs hardware maintenance tasks under the supervision of the Hardware Manager. Under minimum supervision, has the technical responsibility for the maintenance of the computer site, including the computer, all peripheral equipment, and support software programs, in operational condition.

### **Minimum Education:**

Possess a High School diploma and/or technical school certification in related area.

## Hardware Specialist (HM01)

### **Minimum/General Experience:**

Four (4) to nine (9) years of applicable experience in maintaining and repairing computer systems, including peripheral equipment and supporting software.

### **Functional Responsibility:**

The Hardware Specialist works under minimal supervision providing maintenance of computer and peripheral equipment and software systems in an operational environment generally at a client site. The specialist is responsible for diagnosing technical and operational problems at the site and implementing necessary actions to resolve problems; provides instruction/assistance to system users in the use of applications software and hardware, as required. Provide technical management support to remote client sites. Day to day supervision for the maintenance of the computer site, including the computer, all peripheral equipment, and support software programs, in operational condition.

### **Minimum Education:**

Bachelor's degree or equivalent.

# Videoconferencing Support

## Senior Video Teleconferencing (VTC) Specialist, VT03

### **Minimum/General Experience:**

Has eight (8) years of progressive experience in video teleconferencing (VTC) system design, analysis, engineering, development and integration.

### **Functional Responsibilities:**

Responsible for overseeing the implementation and operation of large, complex video teleconferencing (VTC) systems. Possess demonstrated technical skills, fully knowledgeable about all aspects of the system(s) under his/her oversight. Schedules and supports VTC in-house operations; oversees the installation/integration of new and/or upgraded components (both hardware and software); creates and maintains related technical documentation; analyzes system data to recommend system improvements; maintains system hardware and software configuration data; develops and implements user training programs. Coordinates, reviews and supervises work of assigned staff. Works independently under general guidelines or objectives set by supervisor. Employs a high degree of creativity, foresight and judgment to plan, organize and guide programs.

### **Minimum Education:**

Possess a Bachelor's degree in computer science, information systems, engineering or other related technical or scientific discipline. Ten (10) years of experience may substitute for the degree requirements.

## Journeyman Video Teleconferencing (VTC) Specialist, VT02

### **Minimum/General Experience:**

Has five (5) years of progressive experience in video teleconferencing (VTC) system design, engineering, integration and installation.

### **Functional Responsibilities:**

Performs a broad range of tasks associated with the implementation, operation and maintenance of video teleconferencing (VTC) systems. Uses own knowledge and information supplied to perform or support VTC system design, installation, integration, test, troubleshooting and maintenance tasks. Prepares inputs to system's related technical and operational documentation; maintains system hardware and software configuration data; researches proposed system enhancements; develops and implements user training programs; participates in meetings, design reviews, etc. relating to the system; identifies and reports on issues or related problems and potential risks; recommends risk mitigation actions. Works independently, under general guidelines established by supervisor, modifies and/or adapts techniques and standard approaches to solve moderately difficult problems encountered.

### **Minimum Education:**

Possess a Bachelor's degree in computer science, information systems, engineering or other related technical or scientific discipline. Seven (7) years of experience may substitute for the degree requirements.

## Bridge Operator (VT01)

### **Minimum/General Experience:**

A Bridge Operator requires a minimum of eight (8) years' experience.

### **Functional Responsibility:**

Specialized experience includes translating customer requirements and information problems into solutions employing current state-of-the-art conferencing information system equipment and software. The operator employs a variety of hardware and software operating skills needed to support video teleconferencing. The bridge operator also supports existing VTC systems providing preventive and remedial maintenance and working with the customer to set up and operate video teleconferencing equipment, software, and telecommunications. A bridge operator applies systems analysis and design techniques to complex video teleconferencing equipment to support point to point as well as multi-point conferencing. This position requires competence in all phases of systems analysis techniques, concepts, methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of local and wide area networking, high-speed communications and network controls.

### **Minimum Education:**

Associates degree.

# CAD/CAM Applications Engineering

## CAD/CAM Applications Engineer, CC01

### **Minimum/General Experience:**

Has five (5) years' progressive experience in drafting and layout design of complex electromechanical systems. Has a working knowledge of the use and application of CAD/CAM related software packages and systems. Must have knowledge of and experience with ANSI, Military, DoD and other pertinent drafting standards.

### **Functional Responsibilities:**

Responsible for the design, 3D CAD or solid modeling and detailing of a broad range of electromechanical components and systems. Coordinates activities with engineering, manufacturing, production and documentation focal points. Provides support in design research of new systems. Works with design engineers to develop overall requirements and uses own knowledge and experience of various CAD/CAM software packages (e.g., AutoCAD, ProEngineer, Solid Works, Cadra, etc.) to carry the design from initial concept through to prototyping, test and completion. May supervise several drafters or CAD/CAM applications engineers, determining their workloads and monitoring the results of their efforts

### **Minimum Education:**

Possess a Bachelor's degree in design drafting, mechanical/electrical technology or other equivalent technical area. Seven (7) years of experience may substitute for the degree requirements.

## Instructor II, IN02

### **Minimum/General Experience:**

Has six (6) years' experience in the preparation of class material and classroom instruction.

### **Functional Responsibilities:**

Working with a functional area specialist, systems engineer or systems program manager develops and conducts training classes relative to a specialized acquisition, technical or managerial area, or to the operation of a specific item of equipment or system. Course content consists primarily of the introductory aspects of the functional area under consideration or to the basic operation of a piece of equipment or system. Depth of the material to be covered and organization of the course curriculum is developed from material provided by specialist or engineer. Work independently in preparing and implementing training programs.

### **Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, business management or other related technical or educational discipline. Eight (8) years of experience may substitute for the degree requirements.

## Instructor I, IN01

### **Minimum/General Experience:**

Has three (3) years' experience in the preparation of class material and classroom instruction.

### **Functional Responsibilities:**

Working with a functional area specialist, systems engineer or systems program manager develops and conducts training classes relative to a specialized acquisition, technical or managerial area, or to the operation of a specific item of equipment or system. Course content consists primarily of the introductory aspects of the functional area under consideration or to the basic operation of a piece of equipment or system. Depth of the material to be covered and organization of the course curriculum is developed from material provided by specialist or engineer. Works independently but seeks advise and direction for events outside the defined scope of assigned tasks.

### **Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, business management or other related technical or educational discipline. Five (5) years of experience may substitute for the degree requirements.

## Technical Writing and Editing

### Technical Editor, TW03

**Minimum/General Experience:**

Has five (5) years as a technical writer performing research, writing, and editing functions to prepare briefings, manuals, etc.

**Functional Responsibilities:**

Under general supervision, edits and rewrites on-line and hard copy documents for grammatical, syntactical, and usage errors; spelling; punctuation; and adherence to standards, including consistency, format, and presentation. Proofreads documentation and graphics for accuracy and adherence to original content, provides quality control checking for documents received from photocopying and word processing; assembles Master copies, including graphics, appendices, table of contents, and title pages, assists in scheduling printing, copying, and graphics with vendors. Gets quotes and determines best prices to achieve quality documents. Assists in determining level of effort required for incoming documents, assists in document tracking and logging, and consults with technical staff to determine format, contents, and the organization of technical reports and proposals.

**Minimum Education:**

Possess an Associate's degree in English or other related technical discipline. Six (6) years of experience may substitute for the degree requirements.

### Technical Writer (TW02)

**Minimum/General Experience:**

Has five (5) years as a documentation specialist performing research, writing, and editing functions to prepare briefings, manuals, etc.

**Functional Responsibility:**

Under general supervision, edits and rewrites on-line and hard copy documents for grammatical, syntactical, and usage errors; spelling; punctuation; and adherence to standards, including consistency, format, and presentation. Proofreads documentation and graphics for accuracy and adherence to original content, provides quality control checking for documents received from photocopying and word processing; assembles Master copies, including graphics, appendices, table of contents, and title pages, assists in scheduling printing, copying, and graphics with vendors. Gets quotes and determines best prices to achieve quality documents. Assists in determining level of effort required for incoming documents, assists in document tracking and logging, and consults with technical staff to determine format, contents, and the organization of technical reports and proposals.

**Minimum Education:**

Possess an Associate's degree in English or other related technical discipline.

# Document Specialist

## Word Processor III (DC04)

### **Minimum/General Experience:**

Has five (5) years as a documentation specialist performing research, writing, and editing functions to prepare briefings, manuals, etc.

### **Functional Responsibility:**

Under general supervision, edits and rewrites on-line and hard copy documents for grammatical, syntactical, and usage errors; spelling; punctuation; and adherence to standards, including consistency, format, and presentation. Proofreads documentation and graphics for accuracy and adherence to original content, provides quality control checking for documents received from photocopying and word processing; assembles Master copies, including graphics, appendices, table of contents, and title pages, assists in scheduling printing, copying, and graphics with vendors. Gets quotes and determines best prices to achieve quality documents. Assists in determining level of effort required for incoming documents, assists in document tracking and logging, and consults with technical staff to determine format, contents, and the organization of technical reports and proposals.

### **Minimum Education:**

Possess an Associate's degree in English or other related technical discipline

## Document Specialist III (DC03)

### **Minimum/General Experience:**

Has five (5) years experience as a documentation specialist performing research, writing, and editing functions to prepare briefings, manuals, etc.

### **Functional Responsibility:**

Under general supervision, edits and rewrites on-line and hard copy documents for grammatical, syntactical, and usage errors; spelling; punctuation; and adherence to standards, including consistency, format, and presentation. Proofreads documentation and graphics for accuracy and adherence to original content, provides quality control checking for documents received from photocopying and word processing; assembles Master copies, including graphics, appendices, table of contents, and title pages, assists in scheduling printing, copying, and graphics with vendors. Gets quotes and determines best prices to achieve quality documents. Assists in determining level of effort required for incoming documents, assists in document tracking and logging, and consults with technical staff to determine format, contents, and the organization of technical reports and proposals.

### **Minimum Education:**

Possess an associate's degree in English or other related technical discipline.

## Document Specialist II (DC02)

### **Minimum/General Experience:**

Has three (3) years of experience as a documentation specialist.

### **Functional Responsibility:**

Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Has the ability to work independently or under only general direction. Has specialized experience preparing technical documentation, which includes researching for applicable Government and industry documentation standards. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

### **Minimum Education:**

Possess a High School diploma or equivalent.

### **Document Specialist I (DC01)**

**Minimum/General Experience:**

Has one (1) year of experience as a documentation specialist.

**Functional Responsibility:**

Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Works under general guidelines established by supervisor; receives overall instructions on specific assignment objectives. The Document Specialist translates technical information into clear, readable documents to be used by technical and non-technical personnel.

**Minimum Education:**

Possess a High School diploma or equivalent.

## **Administrative Support**

### **Technical Administrative Support Specialist II, AS02**

**Minimum/General Experience:**

Has three (3) years of experience in an office setting, supporting various technical and administrative activities.

**Functional Responsibilities:**

Prepares draft and final form technical documents that will become deliverable items. Must be capable of typing at average or above average speed. Must be capable of typing technical narratives and data. Incumbent is responsible for spelling, grammar, and proper format, and for proofreading finished documents. Must be capable of using various word processing equipment. Must be familiar with typical office administrative procedures and processes. Can work independently with minimum supervision.

**Minimum Education:**

An Associate's degree is required. Five (5) years of experience may substitute for the degree requirements.

### **Technical Administrative Support Specialist, AS01**

**Minimum/General Experience:**

Has one (1) year of experience in an office setting, supporting various technical and administrative activities.

**Functional Responsibilities:** Prepares draft and final form technical documents that will become deliverable items. Must be capable of typing at average or above average speed. Must be capable of typing technical narratives and data. Incumbent is responsible for spelling, grammar, and proper format, and for proofreading finished documents. Must be capable of using various word processing equipment. Must be familiar with typical office administrative procedures and processes.

**Minimum Education:**

Possess a High School diploma or equivalent.

## Project/Contract Administration

### Project Administrator, PA01

**Minimum/General Experience:**

Has five (5) years experience performing routine administrative support such as preparing reports, helping with schedules, preparing plans, typing, etc.

**Functional Responsibilities:**

Prepares and coordinates schedules to complete proposals, conduct task order reviews, prepare briefings, and ensure contract deliverables. Maintains computer-based files, implements executive commitments, and supervises administrative staff.

**Minimum Education:**

Possess an associate's degree. Six (6) years of experience may substitute for the degree requirements.

### Contract Administrator, CA01

**Minimum/General Experience:**

Has eight (8) years' experience in purchasing, subcontract and contract administration.

**Functional Responsibilities:**

Provide advice and recommendations to Project/Program Managers concerning all contractual matters on assigned program/projects. Serve as principal interface with Government Contracting Officer and Contracting Officer's Technical Representatives (COTR). Prepares proposals and offers on behalf of the contractor for presentation to the Government. Accepts government orders and negotiates contract terms, conditions and modifications thereto. Maintains all contract administrative files and records.

**Minimum Education:**

Possess a Bachelor's degree or equivalent. Ten (10) years of experience may substitute for degree requirements.

### On-Site Admin (OA02)

**Minimum/General Experience:**

Possess five (5) years' experience performing routine administrative support such as preparing reports, helping with schedules, preparing plans, and typing.

**Functional Responsibility:**

Maintains computer-based files, implements executive commitments, and supervises administrative staff. Prepares and coordinates schedules to complete proposals, conduct task order reviews, prepare briefings, and ensure contract deliverables. The On-Site Administrator provides administrative support to the contractor's project team, including production of project deliverables. Performs clerical and administrative support functions required to complete project-related work.

**Minimum Education:**

Possess an Associate's degree.

## Computer Based Training and Support

### CBT Developer (CD01)

#### **Minimum/General Experience:**

The Computer Based Training/Multimedia Developer must have at least three (3) years of experience in developing training systems.

#### **Functional Responsibility:**

Daily performs and/or manages: the determination of clients requirements; investigation, analyses and recommendation of appropriate solutions to achieve the clients' objectives; preparation of flow diagrams and storyboards to outline the product concept; preparation of code to produce the multimedia product; preparation of graphic images and animations; preparation of video/sound production and editing; scanning of photographs and images and completion of images; preparation of design concepts; and coordination with related graphics, production and engineering experts. The Computer Based Training Developer manages the development of computer-based, interactive training systems, data presentation and information kiosks, CD-ROMs, entertainment and educational products, and multimedia presentations.

#### **Minimum Education:**

Bachelor's degree in Engineering, Computer Science, Business Management, Communications, Education, or other related technical field.

## Graphics and Artist Design Support

### Graphics Artist / Technical Writer (GA02)

**Minimum/General Experience:**

Has three (3) years progressive experience in the preparation of complex drawing packages. Has one (1) or more years cumulative experience in the preparation of drawings in accordance with related specifications and standards.

**Functional Responsibility:**

Produces camera-ready copy in hard copy and/or electronic format for printing. Working from sketches and verbal information supplied by an engineer or designer, determines the most appropriate views, detail drawings and supplementary information needed to complete assignments. Independently resolves most problems encountered. Supervisor or Senior Graphics Designer may suggest methods of approach on unusually difficult problems. Prepares graphics displays using graphic design software and artistic capabilities; Performs page layout for technical documents, newsletters, brochures, posters and other types of documents and displays; Must be skilled in the graphic design software.

**Minimum Education:**

Technical school degree in drafting, illustration or graphic arts.

### Graphics Designer Specialist (GA01)

**Minimum/General Experience:**

Has six (6) years progressive experience in the preparation of complex graphics projects.

**Functional Responsibility:**

Prepares graphics displays using graphic design software and artistic capabilities; Performs page layout for technical documents, newsletters, brochures, posters and other types of documents and displays; Must be skilled in the graphic design software; Produces camera-ready copy in hard copy and/or electronic format for printing. Working from sketches and verbal information supplied by an engineer or designer, determines the most appropriate views, detail drawings and supplementary information needed to complete assignments. Independently resolves most problems encountered. Supervisor or designer may suggest methods of approach on unusually difficult problems. Plans and prepares graphics projects. Designs projects based on customer requirements. Directs activities of other graphic designers assigned to projects.

**Minimum Education:**

A Bachelor's degree is required.

# Financial Support Services

## Financial Specialist (FS02)

### **Minimum/General Experience:**

The specialist will have total of six (6) years' experience. Two (2) years specialized experience. The remainder may be any combination of specialized and/or general experience. The specialist should have experience in administrative areas at progressively increasing levels of responsibility and experience interfacing with users, providing training, and/or developing procedural/system documentation.

### **Functional Responsibility:**

Three or more years of accounting, budget, or financial analysis experience. General duties are to review systems for effectiveness of internal controls and integrity of data by analyzing processing flows, integration of external system interfaces, and internal subsystem modules to recommend improvements in control techniques to comply with system reporting and disclosure standards; to analyze data to identify abnormal trends and provide and implement solutions to correct internal control and reporting weaknesses; to monitor systems to ensure operation is in accordance with applicable laws and regulators; to assess impact of changing requirements and regulations on existing operating procedures; to initiate or revise computer programming specifications and operating procedures to implement new requirements; to coordinate testing with users and perform system testing; to participate in system implementation, including conversion and integration with other systems as appropriate; and, to perform a wide variety of related administrative system management assignments as required. The Financial Specialist serves as the focal point, technical expert, and authority in automated administrative systems processing, recording, reporting, and management information systems; acts as the functional area specialist in a particular area such as personnel, financial systems, investment analysis, and auditing; defines functional requirements and participates in system testing and implementation; conducts feasibility studies to determine new or changed procedures or applications of information technology in particular administrative system functional areas; provides technical assistance and program guidance to users. The Financial Specialist provides accounting, budgeting, cost-estimating, cost research, earned value, or financial analysis and data for use in support of complex systems.

### **Minimum Education:**

A degree in Business Administration or related study.

## Budget Analyst (FS01)

### **Minimum/General Experience:**

Eight (8) years experience in budget activities. Oversees financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting.

### **Functional Responsibility:**

Reviews and analyzes continuing changes in program plans and/or funding throughout the year to effectively identify and recommend or make frequent adjustments to budget estimates and/or conduct partial re-budgeting. The Budget Analyst will be able to use automated budgetary system(s) and computer-generated products in accomplishing budgeting assignments. The Budget Analyst must be knowledgeable of the budget policies, precedents, regulations, and guidelines requirements of the Budgeting/Financial Process for the client. The Project administrator must be able to perform budget formulation work, review organizational historical budget data to determine trends in spending and /or forecast annual funding needs. Conducts special studies, analyzes and reviews data as necessary and provides sound projections of financial program and funding requirements to ensure the availability of funds. Analyzes source documents, program needs/objectives, and/or regulatory guidelines to accurately determine funding propriety.

### **Minimum Education:**

Bachelor's degree.

# Research and Science Support

## Research Computer Information Specialist (RS04)

### **Minimum/General Experience:**

The Research Computer Information Specialist requires a minimum of fifteen (15) years experience of which ten (10) years must have been developing state-of-the-art large-scale systems involving information processing, communications, and networking. This position requires extensive experience in computer technology, computer programming languages, developing and executing system simulation performance, developing and implementing applications using mathematical and statistical formulas, developing executive and utility software packages, and planning and executing tests of the system to ensure proper error free operation. Typically, the Research Computer Information Specialist has pioneered the development and use of new theories, software tools, analytical procedures, computer information system architectures, or standards currently accepted in the industry.

### **Functional Responsibility:**

The Research Computer Information Specialist performs the following activities:

- (1) Performs research into innovative methods of organizing and accessing information from computer information systems;
- (2) Consults with information system developers in formulating strategies for efficient high-performance computer information systems; and
- (3) Stays abreast of the latest technological developments in computers and information systems.

The Research Computer Specialist is thoroughly knowledgeable of all aspects of computer information systems and performs research into innovative computer architectures, methods of organizing information in databases or by other means, and human-computer interfaces and interactions to improve accessing and managing information to perform an organization's mission. The Research Computer Specialist provides consultation relative to his/her expertise to top-level managers and information system designers. The Research Computer Specialist maintains an in-depth awareness of pertinent technology through technical journals, attending symposia, and maintaining relationships with manufacturers and experts in the field. The Research Computer Specialist may serve as a Project Manager for a complex large-scale information systems project, supervising, directing, and integrating the work of a development team of senior-level Task Leaders and their groups. In his or her capacity as Project Manager, he or she ensures that the computer information system and documentation developed are compliant with applicable standards such as the Defense Information Infrastructure Common Operating Environment (DII-COE), Year 2000, and any DOD, Air Force or other standards and regulations.

### **Minimum Education:**

The Research Computer Information Specialist must have a minimum of a Master's degree and preferably a Ph.D. in Computer Science, Information Systems, Engineering, Business or other technical related discipline.

## Sr. Scientist/Chemist (RS03)

### **Minimum/General Experience:**

The Senior Scientist will have ten (10) plus years experience in field and laboratory settings in upstream (extraction) and downstream (transportation and refining) of petroleum. Work experience with and knowledge of the history and current status of domestic (large and small) and international producers and refiners that supply the US market. The individual will have the ability to handle confidential information appropriately. Experience in establishing and maintaining effective working relationships and expertise in providing customer service.

### **Functional Responsibility:**

- Represent NPTO, NETL and DOE's oil program, as technical assistant at planning sessions, contract/program reviews, contractor presentations, and industry meetings as assigned. Act as a technical resource in answering technical questions on drilling, oil production, environment, refining and the international oil production and refining industry.
- Provide support in strategic/program planning as directed, including analysis and summary support for individual project results and performance measures and indicators.
- Provide support to conduct stakeholder surveys and provide follow-up analysis for use in programmatic planning.
- Provide support for presentations, workshops, meetings, or conferences.
- Provide support in the development and coordination of informational campaigns to promote awareness of the NETL program and its benefits.
- Participate in special project assignments.

Provide direct support and assistance to NETL-Tulsa in the area of Technical Program Support. Special emphasis is placed on promoting the transfer of successful technologies. Provide technical assistance on project planning. Research, prepare and present technical papers on oil production technologies, transport, processing and economics. Prepare fact sheets, technical analysis, and technical presentations and evaluate program effectiveness on projects assigned. Work with companies and consultants as assigned by DOE.

**Minimum Education:**

Possession of a postgraduate degree in chemistry or chemical engineering.  
Advanced coursework in industry schools and courses in geology, extraction, processing and environmental areas related to the energy industry.

**Scientific Software Programmer/Analyst (RS02)**

**Minimum/General Experience:**

Two (2) to four (4) years related experience.

**Functional Responsibility:**

The programmer will have a working knowledge of scientific computing tools including Matlab, Mathematica, MathCAD, SAS/JMP, Latex, Fortran, and C. Expert level proficiency in as many as possible is required. Provide “getting started” material to users and maintain database of FAQ’s and other information that will streamline the user path to productivity using the tools. Work in a consulting role to research groups. Primary role is work in a consulting role to research groups.

**Minimum Education:**

Engineering degree or equivalent.

# Business Systems and Modeling

## Business Systems Analyst (BS02)

### **Minimum/General Experience:**

The Business Systems Analyst has six (6) years progressive experience performing advanced studies in the planning, design, development, and modification of business and technology systems.

### **Functional Responsibility:**

Responsible for successful completion of assigned project details that meets customer needs. The analyst will be competent in all phases of complex analysis of customer requirements and end results. The analyst operates very independently on all types of projects. Communicates strategies, methodology and pertinent findings as required. Understands where technology can be inserted into the business to maximize benefits and minimize costs. Bridges the gap between the business and technology areas of the enterprise. Research and understand alternative information analysis techniques. Develops, implements, monitors policies and procedures for information resources management. Analyzes areas of concern such as procurements, software licensing, maintenance contracts, inefficiencies, distribution of resources etc. and presents feasible alternatives and recommendations based on thorough research and analysis. Performs analysis of multiple business process Models.

### **Minimum Education:**

Bachelor's degree in a relevant field.

## Business Systems Architect (BS01)

### **Minimum/General Experience:**

The Business Systems Architect Possess eight (8) years progressive experience performing advanced studies in the planning, design, development, and modification of business and technology systems.

### **Functional Responsibility:**

Responsible for successful completion of assigned project details that meets customer needs. Must be able to accurately forecast costs and risks of projects. Responsible for assisting in the evaluation of staffing requirements. Responsible for understanding global business requirements via interview process of Business Domain Experts. Competent in all phases of complex analysis of customer requirements and end results. Operates very independently on all types of projects. Communicates strategies, methodology and pertinent findings as required. Understands where technology can be inserted into the business to maximize benefits and minimize costs. Bridges the gap between the business and technology areas of the enterprise. Research and understand alternative information analysis techniques. Performs in-depth analysis of multiple business process. Model the processes using Unified Modeling Language (UML). Able to translate findings in a concise and clear summation when needed to both Business Management Officers and Information Architect.

### **Minimum Education:**

Bachelor's degree in a relevant field.

# Functional Support

## Sr. Functional Specialist (FA04)

### **Minimum/General Experience:**

Has minimum eight (8) years specialized experience directly related to the specified task area. Applicable functional areas include systems engineering, acquisition management, business process reengineering, specialty engineering (e.g., systems safety, quality assurance, test and evaluation, human factors, reliability and maintainability, systems security etc.), organizational planning, financial management, acquisition logistics, configuration and data information systems, and support or program management.

### **Functional Responsibility:**

Provides substantial expertise in functional design, development analysis and integration. Directs functional design and adaptation of selected software in conjunction with analyses of interface, conversion, testing, and training requirements. Knowledgeable of modeling tools and process analysis techniques including flowcharting, benchmarking and process mapping. Has subject matter expertise in facilitation, change management and communication. May have specific expertise in business or functional areas such as budgeting, accounting, financial management, and document and records management. The Senior Functional Specialist is responsible for the management of a large, complex systems acquisition program/project or major functional areas. The specialist must possess demonstrated advanced technical and managerial skills, fully knowledgeable and experienced in all aspects of a program or functional area.

### **Minimum Education:**

Possess BS/BA in related technical or business discipline.

## Functional Analyst (FA03)

### **Minimum/General Experience:**

Six (6) years of progressive experience in the field of required expertise. Specific Experience: Four (4) years of the general experience is concentrated hands-on experience in the specific discipline of the field of required expertise.

### **Functional Responsibility:**

The Functional Analyst knowledge and skills are applicable to an actual task proposal request and so recognized in the professional community that the Government is able to qualify him as an expert in the field. The Experts provides highly technical and specialized solutions to complex Information Systems problems; Demonstrates exceptional oral and written communications skills; Performs as a consultant in a highly specialized, leading edge information technologies and methodologies; Provides highly technical and specialized guidance concerning automated solutions to complex information processing problems; Performs elaborate analyses and studies. Prepares reports and gives presentations. Work independently or as a member of a team. May serve as a Contractor Task Manager or Project Manager.

### **Minimum Education:**

Possess a Bachelor's degree in related technical or business discipline.

## Lead Functional Specialist (FA02)

### **Minimum/General Experience:**

Has six (6) years progressive experience, selectively or in combination, within the general functional area directly related to the specified task area. Applicable functional areas include systems engineering, acquisition management, business process reengineering, specialty engineering (e.g., systems safety, quality assurance, test and evaluation, human factors, reliability and maintainability, systems security etc.), organizational planning, financial management, acquisition logistics, configuration and data information systems, and support or program management. Has experience or extensive knowledge with the processes and procedures relative to the functional area.

### **Functional Responsibility:**

The Lead Functional Specialist will manage a single large (or several smaller) systems acquisition programs/projects or a major functional area. Possess demonstrated technical and managerial skills, fully knowledgeable of all aspects of the program or programs under his/her management. Plans, develops or supports programs/projects; establishes objectives and requirements; develops budgets; develops program/project standards and schedules; monitors outside resources.

The Lead Functional Specialist provides expertise in functional design, development analysis and integration. Able to clearly define Government functional requirements for integration into the selected business system(s). Can identify potential problems

and resolutions through analyses, identifying recommended solutions. Able to work with customer, contractors, vendors and functional specialists to effectively translate customer requirements into an automated application. Acts as focal point to coordinate all disciplines in delivering the recommended solution while adhering to governing Air Force/AFRL policies regulations and procedures.

Coordinates reviews and supervises work of assigned staff. Reviews/oversees preparation of all related documentation; conducts program reviews, meetings, etc. Works independently under general guidelines or objectives set by supervisor. Employs a high degree of creativity, foresight and judgment to plan, organize and guide programs.

**Minimum Education:**

Possess a Bachelor's degree in related technical or business discipline.

**Functional Specialist (FA01)**

**Minimum/General Experience:**

Has three (3) years' progressive specialized experience directly related to the specified task area. Applicable functional areas include systems engineering, acquisition management, business process reengineering, specialty engineering (e.g., systems safety, quality assurance, test and evaluation, human factors, reliability and maintainability, systems security etc.), organizational planning, financial management, acquisition logistics, configuration and data information systems, and support or program management.

**Functional Responsibility:**

Performs functional analyses of customer requirements, then evaluates technical approaches and product capabilities to recommend optimal configurations(s) that meet the customers expectations. The Functional Specialist is responsible for the management of a single systems acquisition program/project or a major functional area. Fully knowledgeable of all aspects of the program or programs under his/her management; establishes objectives and requirements; develops budgets; develops program/project standards and schedules; monitors outside resources.

**Minimum Education:**

Possess a Bachelor's degree in related technical or business discipline or equivalent experience.

# Network Engineering

## Chief Engineer (NE04)

### **Minimum/General Experience:**

The Senior Network Engineer will have ten (10) years of experience assisting in the planning, designing, and implementation of physical and logical communications networks. Must be familiar with the principles of preparing work statements, test data, and procedures for evaluating, debugging, and checking equipment

### **Functional Responsibility:**

The Chief Engineer has overall responsibility for setting the architectural direction of the Customer operation. The Chief Engineer will direct all planning required supporting the Customer contract. The Chief Engineer is responsible for setting guidelines for implementing the "Technical Solution" of the requirements. The Chief Engineer must coordinate the cost and schedule estimates with the organizations that control those resources. After getting permission to proceed, the Chief Engineer is responsible for project tracking and oversight.

### **Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, business engineering, or other related technical or scientific discipline.

## Network Manager (NE03)

### **Minimum/General Experience:**

The Network Manager will possess eight (8) years' experience directing and managing network operations.

### **Functional Responsibility:**

The Network manager Sets direction for system design, analysis, 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. The Network manager oversees team of system professionals and technicians in installing and maintaining custom and commercial application software. The manager will guide system professionals and technicians in installing and maintaining operation system, network, and data base management software. Has ability to adapt to new situations and environments. The Network Manager oversees the day-to-day network operations, support, and maintenance functions at a specific site where work may be assigned to multiple small to medium-sized project or task teams and support personnel.

### **Minimum Education:**

Bachelor's degree in a relevant field and eight (8) years related work experience. Network Engineer certification in Novell or a MCSE.

## Sr. Network Engineer (NE02)

### **Minimum/General Experience:**

The Senior Network Engineer will have six (6) years of experience assisting in the planning, designing, and implementation of physical and logical communications networks. Must be familiar with the principles of preparing work statements, test data, and procedures for evaluating, debugging, and checking equipment.

### **Functional Responsibility:**

The Senior Network Engineer reports to the Network Manager and works virtually independent of any direct supervision in performing highly complex communications, network or hardware engineering tasks and systems studies in support of clients' needs. Directs and/or participates in highly complex advanced studies and comparisons of costs, efficiency, and reliability of associated technologies. Investigates, interprets, and evaluates highly complex systems requirements, and recommends specific modifications and areas requiring further study. Investigates, analyzes, and compares existing systems or subsystems and makes specific recommendations to increase their scope and improve their performance to meet the clients' requirements and ensure the achievement of assigned technical objectives. Responsible for design, integration, operations, and management of complex enterprise networks, linking a variety of computing platforms, operating systems, network topologies and network protocols. Makes recommendations related to the network architecture, evaluation of related hardware and software products, and network problem resolution.

**Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, business engineering, or other related technical or scientific discipline.

**Network Engineer (NE01)****Minimum/General Experience:**

The Network Engineer will have three (3) years of experience assisting in the planning, designing, and implementation of physical and logical communications networks. Must be familiar with the principles of preparing work statements, test data, and procedures for evaluating, debugging, and checking equipment.

**Functional Responsibility:**

The Network Engineer reports to the Senior Network Engineer or Network Manager in performing complex communications, network or hardware engineering tasks and systems studies in support of clients' needs. Directs and/or participates in complex advanced studies and comparisons of costs, efficiency, and reliability of associated technologies. Investigates, interprets, and evaluates highly complex systems requirements, and recommends specific modifications and areas requiring further study. Investigates, analyzes, and compares existing systems or subsystems and makes specific recommendations to increase their scope and improve their performance to meet the clients' requirements and ensure the achievement of assigned technical objectives. Responsible for design, integration, operations, and management of complex enterprise networks, linking a variety of computing platforms, operating systems, network topologies and network protocols. Makes recommendations related to the network architecture, evaluation of related hardware and software products, and network problem resolution.

**Minimum Education:**

Possess a Bachelor's degree in computer sciences, information systems, business engineering, or other related technical or scientific discipline.

# Inventory Management

## Sr. Equipment Technician (ET03)

### **Minimum/General Experience:**

Six (6) years of experience in maintaining and repairing computer equipment, peripheral equipment, and supported software; Must be familiar with the principles of sound judgment, as well as high levels of technical knowledge and expertise, in the performance of his/her duties. Most work is covered by established procedures and precedents.

### **Functional Responsibility:**

Individual will be responsible for diagnosing technical and operational problems at the site, and for implementing necessary action after consultation with the Facility Manager. Provides instruction/assistance to system users in the use of the applications software and hardware, as required, and performs work on special projects as assigned by the facility manager. Individual will assist in the preparation of technical reports and, in special circumstances, will produce technical reports. Perform hardware maintenance tasks under the supervision of the Hardware Manager. Under minimum supervision, has the technical responsibility for the maintenance of the computer site, including the computer, all peripheral equipment, and support software programs, in operational condition.

### **Minimum Education:**

Possess a Bachelor's degree.

## Equipment Technician (ET02)

### **Minimum/General Experience:**

Two (2) years of experience in maintaining and repairing computer equipment, peripheral equipment, and supported software; Must be familiar with the principles of sound judgment, as well as high levels of technical knowledge and expertise, in the performance of the individual's duties. Most work is covered by established procedures and precedents.

### **Functional Responsibility:**

Individual will be responsible for diagnosing technical and operational problems at the site, and for implementing necessary action after consultation with the Facility Manager. Provides instruction/assistance to system users in the use of the applications software and hardware, as required, and performs work on special projects as assigned by the facility manager. He/she will assist in the preparation of technical reports and, in special circumstances, will produce technical reports; performs hardware maintenance tasks under the supervision of the Hardware Manager. Under minimum supervision, has the technical responsibility for the maintenance of the computer site, including the computer, all peripheral equipment, and support software programs, in operational condition.

### **Minimum Education:**

Possess a High School diploma and/or technical school certification in related area.

# Federal Supply Schedules

## Blanket Purchase Agreement

The use of Blanket Purchase Agreements under the Federal Supply Schedule Program has been permitted for a long time. Check Federal Acquisition Regulation (FAR) 13.203-1(f): “BPAs may also be established with Federal Supply Schedule contract(s) ...”

For BPAs, agencies are empowered and encouraged to seek further price reductions.

Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with FAR 9.6. Teaming Arrangements may be incorporated into your BPA!

It is suggested that Offerors include the Sample BPA in their Pricelist.

## SIMPLIFIED ACQUISITION PROCEDURES BLANKET PURCHASE AGREEMENTS

FAR 13.2 provides the following procedures for establishing a BPA under the Simplified Acquisition Procedures:

The Contracting Officer may use a BPA when there is:

- A need for a wide variety of items, but the exact items, quantities and delivery requirements are not known in advance.
- A need for commercial sources of supply for one or more offices that do not have purchase authority exists.
- To reduce the administrative burden of writing numerous purchase orders.
- Contracting Officers must contact Vendors to negotiate the terms and conditions of the BPA.



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

(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply contract number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Agency):

- (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:

<b>MODEL NUMBER/PART NUMBER DISCOUNT/PRICE</b>	<b>*SPECIAL BPA</b>
_____	_____
_____	_____

- (2) Delivery:

<u>DESTINATION</u>	<u>DELIVERY SCHEDULE/DATES</u>
_____	_____
_____	_____

- (3) The Government 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)
- (h) Date of shipment

(9) The requirements of a proper invoice are as 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.

**\*IMPORTANT – A new feature to the Federal Supply Schedule Program permits contractors to offer price reductions in accordance with commercial practice. Teaming Arrangements are permitted with Federal Supply Contractors in accordance with FAR Part 9.6.**