Contractor: AEIO, LLC  
120 Waterfront Drive Suite 200  
Oxon Hill, MD 20745  

Business Size: Small, Disadvantaged Woman-Owned, 8(a) Business  

Telephone: 202-449-9535  
FAX Number: 866-854-6619  
Web Site: www.aeioonline.com  
E-mail: hjohnson@aeioonline.com  
Contract Administration: Hank Johnson  

Contract Number: GS-37F-002GA  
Contract Period: September 29, 2017 through September 28, 2022  

Schedule Title: Multiple Award Schedule  
Federal Supply Group: Human Capital, Information Technology, Professional Services  

Pricelist current through Modification #PO-0011, effective August 5, 2021.  

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage®, a menu-driven database system. The INTERNET address GSA Advantage® is: GSAAAdvantage.gov  

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.
CUSTOMER INFORMATION:

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

<table>
<thead>
<tr>
<th>SIN</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>524292, 524292RC</td>
<td>Separation and Retirement</td>
</tr>
<tr>
<td>541214HR, 541214HRRC</td>
<td>Compensation and Benefits</td>
</tr>
<tr>
<td>54151S, 54151SRC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>54161, 54161RC</td>
<td>Agency Human Capital Evaluation</td>
</tr>
<tr>
<td>541611W, 541611WRC</td>
<td>Workforce Analytics and Employee Records</td>
</tr>
<tr>
<td>541612EPM, 541612EPMRC</td>
<td>Employee Performance Management</td>
</tr>
<tr>
<td>541612ER, 541612ERRC</td>
<td>Employee Relations</td>
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<tr>
<td>541612HC, 541612HCRC</td>
<td>Agency Human Capital Strategy, Policy and Operations</td>
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<tr>
<td>541612LR, 541612LRRC</td>
<td>Labor Relations</td>
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<tr>
<td>56131, 56131RC</td>
<td>Talent Acquisition</td>
</tr>
<tr>
<td>561920, 561920RC</td>
<td>Conference, Meeting, Event and Trade Show Planning Services</td>
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<tr>
<td>611430TD, 611430TDRC</td>
<td>Talent Development</td>
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<tr>
<td>OLM, OLMRC</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See Pricing beginning on Page 5.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education: See Labor Category Descriptions beginning on Page 7.

2. Maximum Order: For SINs 524292, 541214HR, 54161, 541611W, 541612EPM, 541612ER, 541612HC, 541612LR, 56131, 561920, and 611430TD: $1,000,000.00
   For SIN 54151S: $500,000.00
   For SIN OLM: $250,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic and Overseas Delivery

5. Point(s) of production (city, county, and state or foreign country):
   AEIO, LLC
   120 Waterfront Drive Suite 200
   Oxon Hill, MD 20745

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

7. Quantity discounts: 1% for all orders at or exceeding $900,000.00

8. Prompt payment terms: Net 30. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions
9. Foreign items (list items by country of origin): None

10a. Time of Delivery (Contractor insert number of days): 30 Days

10b. Expedited Delivery: Negotiated between AEIO, LLC and the ordering activity

10c. Overnight and 2-day delivery: Consult with Contractor

10d. Urgent Requirements: Consult with Contractor

11. F.O.B Points(s): Destination

12a. Ordering Address: AEIO, LLC
    120 Waterfront Drive Suite 200
    Oxon Hill, MD 20745

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address: AEIO, LLC
    120 Waterfront Drive Suite 200
    Oxon Hill, MD 20745

14. Warranty provision: Commercial Warranty

15. Export Packing Charges (if applicable): Not Applicable.

16. Terms and conditions of rental, maintenance, and repair (if applicable): Not Applicable.

17. Terms and conditions of installation (if applicable): Not Applicable.

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): Not Applicable.

18b. Terms and conditions for any other services (if applicable): Not Applicable.

19. List of service and distribution points (if applicable): Not Applicable.

20. List of participating dealers (if applicable): Not Applicable.


22a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: Not Applicable.
22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor’s website or other location.) The EIT standards can be found at: www.Section508.gov/.

23. Data Universal Numbering System (DUNS) number: 185305658

24. Notification regarding registration in System for Award Management (SAM) database AEIO, LLC is registered in SAM.
<table>
<thead>
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<th></th>
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<td>524292, 541214HR, 54161, 541611W, 541612EPM, 541612ER, 541612HC, 541612LR, 56131, 611430TD</td>
<td>Business Analyst</td>
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<td>Process Improvement Analyst</td>
<td>Program Manager II</td>
<td>Senior Analyst</td>
<td>Sr. Program Manager</td>
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<td>Senior Analyst</td>
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<td>Systems Administrator</td>
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<td>561920</td>
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</tbody>
</table>
Business Analyst

Functional Responsibility: The Business Analyst will perform analysis in support of decisions on organizational design required to achieve a business objective or key result. Performs compliment analysis to business cases. Designs an organizational structure to achieve a benefit, including roles, responsibilities, authority, and allocations. Leads and performs business architecture activities using a variety of Business analysis techniques such as: business process analysis and design, business activity simulation, and business capability modelling. Supports portfolio prioritization efforts and leads business initiatives. Supports strategic investment decisions through analysis and preparation of business cases. Must have a Bachelor's degree in the related field. In addition to the Bachelor's degree, a minimum of ten (10) to twelve (12) years of professional experience in business analysis, program ownership, project management, or similar six sigma experience.

Minimum Education: Bachelor’s
Minimum Experience: 10 years

Data Analyst

Functional Responsibility: The Data Analyst will analyze several data-sets exported from databases and various data sources and provide oversight of data and detailed reports by developing an interrupting charts to help measure performance metrics. Reviews and identifies unwanted data-points and patterns for the system of record. Organizes diverse data-sets into various categories and coordinate with Information Technology (IT) to identity and help fix system issues. Researches elements relating to various ongoing projects. Must have a Bachelor's degree in the related field In addition to the bachelor's degree a minimum of five (5) to seven (7) years of professional, intermediate to advanced experience in writing an array formulas, complex functions / algorithms, and working with pivot tables to process large amounts of data, Advanced analytical and critical thinking skills, organization, and communication skills.

Minimum Education: Bachelor’s
Minimum Experience: 5 years

HR Assistant

Functional Responsibility: The Human Resource (HR) Assistant assists the HR Specialist with the administration of the day-to-day operations of the HR functions and responsibilities in the staffing and recruitment functional area. Must have a minimum of a high school diploma or its equivalent; at least two (2) years of general business experience preferably in HR; excellent computer skills, including Word and Excel in a Microsoft Windows environment; effective oral and written communication skills; general knowledge of various federal HR laws and practices; skill in database management and record keeping; and must be able to identify and resolve problems in a timely manner. Shall have two (2) years of experience in any of the following areas: processing personnel actions, HR files management using HRIS, or HR Operations.

Minimum Education: High School
Minimum Experience: 2 years
**HR Classification Specialist II**

**Functional Responsibility:** The Human Resources (HR) Classification Specialist II will provide support to HR programs requiring expert federal position knowledge and operational experience. The HR Classification Specialist II will: write position descriptions and evaluation statements; conduct audits and paper reviews; develop Standard Operating Procedures (SOPs); execute related special projects; provide expert advice, consultation and training on a variety of position classification and organization issues; and review organizational documents to ensure the organizational structure supports the requested title, occupational series, and grade of the position.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 7 years

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**HR Consultant**

**Functional Responsibility:** The Human Resources (HR) Consultant performs advanced, specialized, and administrative duties in a designated HR program or section area and is responsible for providing high-level support in the administration of a HR program. HR Consultants should have the ability to undertake administrative responsibility in their day to day tasks with the ability to interpret HR policy and offer advice on its implementation in an organization or business. From answering questions on policy to presenting training sessions on complex HR Procedures, HR Consultants must be able to ensure continued compliance with HR policy mandated by OPM. Must have a Bachelor’s degree in business administration or related field as the only degree requirements. In addition to the Bachelor's degree, a must have a minimum of ten (10) years of professional experience.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 10 years

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**HR Generalist II**

**Functional Responsibility:** The HR Generalist II must have experience in providing a broad range of HR support in advancing/implementing business objectives, strategic goals, and human resource programs/initiatives for Federal organization(s). The Contractor must have experience in providing day-to-day support to HR Leadership and other HR staff members, as required, similar in scope to the requirements of HR-oriented Statements of Work (SOWs).

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 7 years
HR Policy Writer Specialist II

Functional Responsibility: The HR Policy Writer Specialist II will be responsible for developing, formatting, editing, revising, processing, reviewing, and coordinating organizational policies and procedures within the guidelines. Developing and maintaining in-depth knowledge of overriding executive and guidance and initiatives involving the development and compliance with organizational policies and procedures. Ensuring that all internal and external materials and communiqué are error-free, high quality, and consistent with standards and requirements. Ensuring the organizational awareness of policy changes. Updating and maintaining the policy and procedures repository. Validating and documenting processes, guidelines, exceptions, authority levels, and workflows.

Minimum Education: Bachelor’s
Minimum Experience: 6 years

HR Recruitment Specialist I

Functional Responsibility: The HR Recruitment Specialist I will provide support for HR programs, which requires knowledge of federal HR operations, procedures, and requirements. As directed, this personnel will perform tasks in any area of HR, including: file/records, staffing, and recruitment.

Minimum Education: Bachelor’s
Minimum Experience: 2 years

HR Recruitment Specialist II

Functional Responsibility: The HR Recruitment Specialist II will provide support for HR programs, which requires knowledge of federal HR operations, procedures, and requirements. As directed, this personnel will perform tasks in any area of HR, including: file/records, staffing, and recruitment.

Minimum Education: Bachelor’s
Minimum Experience: 4 years

HR Subject Matter Expert II

Functional Responsibility: The HR Subject Matter Expert (SME) II must have expert knowledge in all aspects of HR. HR SME II will provide support to HR programs requiring expert federal position description knowledge and operational experience. Provide subject matter expertise and recommendations on recruitment, staffing, classification, and position management. Plans, administers, implements, evaluates and provides professional technical advice on staffing and recruitment programs, classification, pay administration, and position management.

Minimum Education: Bachelor’s
Minimum Experience: 10 years
**Process Improvement Analyst**

**Functional Responsibility:** The Process Improvement Analyst will build complete and accurate documentation reflecting processes through collaboration with SMEs and stakeholders. Processes documentation may be in workflow, procedural, policy, or other formats, as appropriate for the process. Schedules and facilitates meetings to understand new processes and investigate potential enhancements for existing processes for greater efficiencies. Development of change management plan to assist with new process persuasion. Processes are to improve day-to-day operations, growth, or new solutions. Assists leadership with oversight of initiatives key to new processes or program enhancements to ensure all activities are completed on time and meets objectives. Researches elements relating to various ongoing projects. Must have a Bachelor's degree in the related field. In addition to the Bachelor's degree a minimum of seven (7) to ten (10) years of professional experience in business writing, elicitation for system requirements, business analysis, documenting processes and practices, coordinating, and overseeing user acceptance testing for projects, while demonstrating excellence communication, time and project management, problem solving, organization, and analysis skills.

**Minimum Education:** Master’s  
**Minimum Experience:** 7 years

**Program Manager II**

**Functional Responsibility:** The Program Manager II leads the team on large projects or significant segments of large, complex projects. Oversees all aspects of the project to ensure it is completed on time, within scope and within budget. Organizes, directs, and manages contract operation support functions. Manages teams of contract support personnel. Maintains and manages the client interface at the senior levels of the client organization.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 7 years

**Senior Analyst**

**Functional Responsibility:** The Senior Analyst will evaluate overall performance by gathering, analyzing, interpreting data, and metrics on complex issues by disseminating information and reports to provide accurate and timely recommendations to management for decision making purposes. Builds complex models that provide insight into strategic initiatives. Makes recommendations to resolve issues. Increases productivity by developing integrated test plans for new processes. Promotes teamwork between stakeholders. Participates in the development of functional specifications for projects to ensure customizations are defined, documented, tested, and conclusions are properly documented. Leads business leaders and SMEs through elicitation and synthesis of market, business, and system architecture information by interviewing, surveying, workflow analysis, and business rule documentation/analysis. Must have a Bachelor's degree in the related field. In addition to the Bachelor's degree, must have a minimum of ten (10) years of professional experience in sr. advisory and consultation services, providing solutions utilizing diverse business functions and principles, and defining working knowledge of data analysis and performance/operation metrics by providing outstanding communication and people skills.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 10 years
**Sr. Program Manager**

**Functional Responsibility:** The Sr. Program Manager provides responsibility for the overall performance of the Task Order (TO) such as formulating work standards, managing contractor schedules and resources, reviewing performance, cost, and budget information. As directed, the individual will ensure desired results by determining and implementing objectives and allocating appropriate resources and interfaces with client sponsor on all aspects of the program. This position requires at least six (6) years of federal experience in managing projects directly relating to federal HR services. The individual must have supervisory experience in a lead or management role with demonstrated success in the ability to lead/manage technically oriented projects and personnel. A Master’s Degree is preferred but may be substituted and at least six (6) years of equivalent experience.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 10 years

**Systems Administrator**

**Functional Responsibility:** The Systems Administrator provides analytical and technical support to the HR department for the purpose of meeting HRIS initiatives and supporting other HRIS-related responsibilities. Focuses on information delivery including report writing, analysis and presentation of trends to facilitate decision-making across all lines of business. This includes, but is not limited to: maintaining quality and consistency of HRIS database information; providing HRIS technical support to HR and other staff with a focus on information delivery and Quality Assurance (QA). Assists in developing process improvements and system enhancement to expand analytical capabilities and enrich the end user experience. Experience required: Bachelor’s degree in computer science, information systems, business administration, HR, or related field preferred. Three (3) years of HRIS and report writing experience required. Exposure to HR disciplines such as benefits, payroll, compensation, benefits and talent management. Experience creating training material and delivering presentations. Proficient in Microsoft Office Suite with advanced proficiency in Excel and ability to manipulate large set of data.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 3 years
Workers' Compensation Specialist I

**Functional Responsibility:** The Workers' Compensation Specialist I will assist the Risk Manager with the preparation of the workers' compensation program budget; communicates claims cost and reserves information to financial auditors, as necessary. Advises departments about the status of claims, loss experience trends, and program costs. Provides claims data for the employee injury and incident loss runs, and maintains required injury and illness records. Directs and monitors the activities and performance of the workers' compensation third party claims adjusting administrator to ensure compliance with applicable regulations. Develops and manages the early Return to Work program. Develops and arranges training programs relating to workers' compensation laws, benefits, policies, and loss control. Conducts workers' compensation claims investigations and directs third party claims adjusting administrator workers' compensation claims investigation activities; determines actual time missed from work due to work related injuries and illnesses; and provides accurate information to meet OSHA record-keeping requirements. Develops and maintains close communication with medical providers providing services for injured employees and serves as the liaison between medical providers, injured employees, and department supervisors. Communicates benefits and program goals with department managers and injured workers for the purpose of loss control; reviews and approves all claim settlements proposed by the third party claims adjusting administrator; and develops, implements and monitors workers' compensation claims reporting forms, procedures, and activities.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**Experience & Degree Substitution Equivalencies**

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Equivalent Experience</th>
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<td>Associate’s</td>
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<tr>
<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate’s degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>Doctorate</td>
<td>Master’s + 2 years relevant experience or Bachelor’s + 4 years or Associate’s + 6 years relevant experience or 8 years relevant experience</td>
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</table>
Analyst

**Functional Responsibility:** Conduct analysis, ensure the technical requirements of the project are being met. Verify equipment works in the client's environment. Must have technical understanding. Develop processes and procedures as required.

**Minimum Education:** Associate’s
**Minimum Experience:** 3 years

Desktop Support Specialist

**Functional Responsibility:** The experienced Desktop Support Specialist is responsible for providing support for Field Engineers and troubleshooting issues affecting multiple types of endpoint computing devices in an IT Environment. The Desktop Specialist will be the day to day focal point for Desktop related support being provided.

**Responsibilities:**
- Represent the Desktop Support team on most application projects (new and upgrade)
- Software and operating system deployments utilizing automation and manual processes.
- Deployment of desktop related hardware and software.
- Support of all desktops, laptops, and mobile devices.
- Assist with the support of virtual desktops and software, VOIP Devices, and related equipment.

**Knowledge, Skills and Abilities (KSAs):**
- Strong technical, analytical and problem solving skills
- Specialized skills and knowledge in areas of Microsoft Windows operating systems. (minimum of 3 yrs supporting Windows 7)
- Specialized skills and knowledge of Microsoft Office products
- Solid working knowledge of network protocols and topologies
- Well-developed communication, organizational, and customer relations skills
- The ability to work independently and in a team environment
- A positive attitude and a professional appearance
- Self-motivation and the ability to multi-task with an attention to detail

**Education and Experience:**
- A+, MCSE, or related certification desired
- Knowledge of standard desktop procedures and policies in an enterprise environment.
- Desire experience with software distribution, imaging, and networking.
- Desire experience working in a hospital environment.

**Minimum Education:** Associate’s
**Minimum Experience:** 5 years
**Field Engineer**

**Functional Responsibility:** Field engineers are on-site Information Technology (IT) technicians who troubleshoot issues and problems with equipment or systems. The job involves applying theories to address problems, writing reports to outline these issues and solutions. This job is well suited to analytical and critical thinkers who can apply logic and theories to problems, have the patience to find resolutions to issues, and have strong communication skills.

**Minimum Education:** High School  
**Minimum Experience:** 2 years

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**Team Lead**

**Functional Responsibility:** The Team Leader assists in planning and coordinating projects. Such projects may involve the development of new systems or processes or the substantial modification of existing systems or processes. The Team Leader is responsible for coordinating other resources working on the project and providing leadership, direction, and oversight. The Team Leader provides the technical direction of project teams, but does not provide personnel management or administration. The Team Leader is responsible for directing smaller projects with fewer personnel and less risk.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 3 years

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**Technician I**

**Functional Responsibility:** The Technician provides a range of technical services to support the installation and implementation of networks and computer systems. Duties may range from basic tasks such as unpacking and setting up equipment and removing packing materials, to installing cabling and rack mounted equipment, to basic configuration and testing. The entry level Technician works on simple projects independently or is assigned to larger more complex projects and works under the direction of more senior personnel.

**Minimum Education:** High School  
**Minimum Experience:** 2 years

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**System Administrator III**

**Functional Responsibility:** Provides analytical and technical support to various departments to help meet their mission and responsibilities. Focuses on information delivery including report writing, analysis and presentation of trends to facilitate decision-making across all lines of business. This includes but is not limited to: maintaining quality and consistency of database information; providing technical support to staff with a focus on information delivery and quality assurance. Assists in developing process improvements and system enhancement to expand analytical capabilities and enrich the end user experience. Experience required: bachelor's degree in computer science, information systems, business administration, or related field preferred. Three years experience required. Experience creating training material and delivering presentations. Proficient in Microsoft Office Suite with advanced proficiency in Excel and ability to manipulate large set of data.

**Minimum Education:** Bachelor’s  
**Minimum Experience:** 3 years
Experience & Degree Substitution Equivalencies
Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

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<thead>
<tr>
<th>Equivalent Degree</th>
<th>Equivalent Experience</th>
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<tbody>
<tr>
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<tr>
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<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate’s degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>Doctorate</td>
<td>Master’s + 2 years relevant experience or Bachelor’s + 4 years or Associate’s + 6 years relevant experience or 8 years relevant experience</td>
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Meeting Coordinator

**Functional Responsibility:** The Meeting Coordinator’s responsibilities include assisting in the development of event plans, implementation of event plans, assigning tasks to support staff and preparing reports on the outcome of events. Identify vendors and manage ordering and distribution of collateral materials. Manage travel arrangements and project related shipping, receiving, and inventory management. Create and maintain regular event status reports and post-event recap/debrief reports.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 2 years

Project Director

**Functional Responsibility:** The Project Director has corporate responsibility for oversight of individuals or teams assigned to the planning and management of conferences, meetings, and events, including client liaison; schedule development; vendor liaison and management; facility liaison; and development and implementation of automated systems support.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

Senior Meeting Planner

**Functional Responsibility:** The Meeting Planner conducts client interviews, preplans, develops agendas, and facilitates meetings. Manages all tasks associated with a meeting or event, and the development and implementation of mechanisms to improve coordination and communication. Arranges the details and logistics of meetings and conferences. Contacts hotels and other facilities to obtain meeting rooms and accommodations. Negotiates contracts with hotels and facilities. Ensures that the facilities meet the specifications and obtains necessary supplies and refreshments. Attends conferences to resolve onsite problems in person. Tracks expenditures to ensure meeting/conference is done within budget. Reviews billing information from meeting locations, travel vouchers from speakers/consultants, and supervises the development of a meeting report, if required. Assists in the development of written materials and presentations. Ideally possesses Certification in Meeting Planning.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years
**Experience & Degree Substitution Equivalencies**
Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

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