

# GSA IT

## Information

### FY2006 GSA Catalog and Price List for Total Solutions, Inc.

#### GS-35F-0840P

#### Authorized Federal Supply Service

#### Information Technology Schedule Pricelist

#### General Purpose Commercial Information Technology, Equipment, Software, and Services

#### SIN 132-51 Information Technology (IT) Professional Services

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

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

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

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

**Contract Number:** GS-35F-0840P

Period Covered by Contract: September 8, 2004 through September 8, 2009

**Point of Contact:**

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**Business Size:**

Small, woman-owned

**Credit Cards:**

Total Solutions, Inc. can accept government credit cards.

## Labor Rates

### FY2008 Rates for Customer Site

| Labor Category   | Hourly Rate |
|--|-------------|
| <a href="#">Systems Engineer I</a>                           | \$51.75     |
| <a href="#">Systems Engineer II</a>                          | \$68.32     |
| <a href="#">Systems Engineer III</a>                         | \$84.90     |
| <a href="#">Systems Engineer IV</a>                          | \$97.64     |
| <a href="#">Systems Engineer V</a>                           | \$110.38    |
| <a href="#">Technician I</a>                                 | \$29.56     |
| <a href="#">Technician II</a>                                | \$37.89     |
| <a href="#">Technician III</a>                               | \$40.41     |
| <a href="#">Help Desk I</a>                                  | \$42.32     |
| <a href="#">Help Desk II</a>                                 | \$50.88     |
| <a href="#">Applications Developer I</a>                     | \$51.75     |
| <a href="#">Applications Developer II</a>                    | \$68.32     |
| <a href="#">Applications Developer III</a>                   | \$84.90     |
| <a href="#">Applications Developer IV</a>                    | \$97.64     |
| <a href="#">Applications Developer V</a>                     | \$110.38    |
| <a href="#">Data Base Analyst I</a>                          | \$59.43     |
| <a href="#">Data Base Analyst II</a>                         | \$68.42     |
| <a href="#">Data Base Analyst III</a>                        | \$77.40     |
| <a href="#">Computer Programmer I</a>                        | \$42.89     |
| <a href="#">Computer Programmer II</a>                       | \$46.87     |
| <a href="#">Computer Programmer III</a>                      | \$51.57     |
| <a href="#">System Operator I</a>                            | \$40.05     |
| <a href="#">System Operator II</a>                           | \$53.38     |
| <a href="#">Subject Matter Expert I</a>                      | \$95.43     |
| <a href="#">Subject Matter Expert II</a>                     | \$113.68    |
| <a href="#">Subject Matter Expert III</a>                    | \$131.92    |
| <a href="#">Subject Matter Expert IV</a>                     | \$145.47    |
| <a href="#">Subject Matter Expert V</a>                      | \$168.40    |
| <a href="#">Administrative and Documentation Support I</a>   | \$36.39     |
| <a href="#">Administrative and Documentation Support II</a>  | \$39.48     |
| <a href="#">Administrative and Documentation Support III</a> | \$46.71     |
| Administrative Support I                                     | \$30.73     |
| Administrative Support II                                    | \$32.98     |

Minimum order is \$5,000.00 All non-professional labor categories must be incidental to and used solely to support hardware, software, and/or professional service, and cannot be purchased separately.

## Labor Rates

### FY2008 Rates for Total Solutions' Site

| Labor Category   | Hourly Rate |
|--|-------------|
| <a href="#">Systems Engineer I</a>                           | \$57.96     |
| <a href="#">Systems Engineer II</a>                          | \$76.52     |
| <a href="#">Systems Engineer III</a>                         | \$95.09     |
| <a href="#">Systems Engineer IV</a>                          | \$109.36    |
| <a href="#">Systems Engineer V</a>                           | \$123.62    |
| <a href="#">Technician I</a>                                 | \$33.11     |
| <a href="#">Technician II</a>                                | \$42.43     |
| <a href="#">Technician III</a>                               | \$45.26     |
| <a href="#">Help Desk I</a>                                  | \$47.40     |
| <a href="#">Help Desk II</a>                                 | \$56.99     |
| <a href="#">Applications Developer I</a>                     | \$57.96     |
| <a href="#">Applications Developer II</a>                    | \$76.52     |
| <a href="#">Applications Developer III</a>                   | \$95.09     |
| <a href="#">Applications Developer IV</a>                    | \$109.36    |
| <a href="#">Applications Developer V</a>                     | \$123.62    |
| <a href="#">Data Base Analyst I</a>                          | \$66.56     |
| <a href="#">Data Base Analyst II</a>                         | \$76.63     |
| <a href="#">Data Base Analyst III</a>                        | \$86.69     |
| <a href="#">Computer Programmer I</a>                        | \$48.03     |
| <a href="#">Computer Programmer II</a>                       | \$52.49     |
| <a href="#">Computer Programmer III</a>                      | \$57.76     |
| <a href="#">System Operator I</a>                            | \$44.86     |
| <a href="#">System Operator II</a>                           | \$59.78     |
| <a href="#">Subject Matter Expert I</a>                      | \$106.89    |
| <a href="#">Subject Matter Expert II</a>                     | \$127.32    |
| <a href="#">Subject Matter Expert III</a>                    | \$147.75    |
| <a href="#">Subject Matter Expert IV</a>                     | \$162.93    |
| <a href="#">Subject Matter Expert V</a>                      | \$188.61    |
| <a href="#">Administrative and Documentation Support I</a>   | \$40.76     |
| <a href="#">Administrative and Documentation Support II</a>  | \$44.22     |
| <a href="#">Administrative and Documentation Support III</a> | \$52.31     |
| <a href="#">Administrative Support I</a>                     | \$34.42     |
| <a href="#">Administrative Support II</a>                    | \$36.93     |

Minimum order is \$5,000.00 All non-professional labor categories must be incidental to and used solely to support hardware, software, and/or professional service, and cannot be purchased separately.

## FY2006 GSA Catalog and Price List for Total Solutions, Inc.

GS-35F-0840P

### Labor Category Descriptions

#### Systems Engineer I

**Functional Responsibility:** Provides systems engineering support on systems, system elements, and/or interfacing systems. Supports strategic system migration planning. Contributes to system architecture and design. Assists in systems definition, trade-off and design activity. Reviews, evaluates, and analyzes design interfaces. Prepares, reviews, and evaluates interface documentation, specifications, test plans and procedures. Assists in definition, analysis and allocation of requirements. Supports system test programs and analyzes system testing.

**Minimum Experience:** This position typically requires two years of experience.

**Minimum Education:** A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, or other related field.

#### Systems Engineer II

**Functional Responsibility:** Provides systems engineering support on systems, major system elements, and/or interfacing systems. Assists in development of strategic and implementation plans for information systems. Applies engineering disciplines to support strategic system migration. Contributes to system architecture and design. Assists in systems definition, trade-off and design activity. Reviews, evaluates, and analyzes design interfaces. Prepares, reviews, and evaluates interface documentation, specifications, test plans and procedures. Assists in definition, analysis and allocation of requirements. Supports system test programs and analyzes system testing. Conducts analysis of system requirements and components and supports system audits conducted to ensure intended system functionality and performance is achieved.

**Minimum Experience:** This position typically requires five years of experience.

**Minimum Education:** A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, or other related field.

#### Systems Engineer III

**Functional Responsibility:** Provides systems engineering support on systems, major system elements, and/or interfacing systems. Develops strategic and implementation plans for information systems. Applies reverse engineering and re-engineering disciplines to support strategic system migration. Contributes to system architecture and design including software, hardware, communications and interface requirements. Provides systems definition, trade-off and design support. Reviews, evaluates, and analyzes design interfaces. Prepares, reviews, and

evaluates interface documentation, specifications, test plans and procedures. Performs analysis to define, analyze and allocate requirements. Supports system test programs and analyzes system testing. Performs analysis of system requirements and components and performs system audits to ensure intended system functionality and performance is achieved.

Minimum Experience:

This position typically requires seven years of experience.

Minimum Education:

A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, or other related field.

#### Systems Engineer IV

Functional Responsibility:

Provides systems engineering support on large-scale systems, major system elements, and/or interfacing systems. Develops strategic and implementation plans for large-scale information systems. Applies reverse engineering and re-engineering disciplines to plan strategic system migration. Develops system architecture and design including software, hardware, communications and interface requirements. Leads systems definition, trade-off and design activities. Reviews, evaluates, and analyzes design interfaces. Prepares, reviews, and evaluates interface documentation, specifications, test plans and procedures. Conducts analysis to define, analyze and allocate requirements. Supports system test programs and analyzes system testing. Conducts analysis of system requirements and components and performs system audits to ensure all intended system functionality, operations and performance requirements are achieved. May provide daily supervision and direction to staff.

Minimum Experience:

This position typically requires twelve years of experience.

Minimum Education:

A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, or other related field.

#### Systems Engineer V

Functional Responsibility:

Provides leadership and vision for systems engineering of large-scale systems, major system elements, and/or interfacing systems. Develops strategic and implementation plans for large-scale information systems. Applies reverse engineering and re-engineering disciplines to plan strategic system migration. Develops system architecture and design including software, hardware, communications and interface requirements. Leads systems definition, trade-off and design activities. Reviews, evaluates, and analyzes design interfaces. Prepares, reviews, and evaluates interface documentation, specifications, test plans and procedures. Conducts analysis to define, analyze and allocate requirements. Oversees system test programs and analyzes system testing. Leads analysis of system requirements and components and performs system audits to ensure intended system functionality, operation and performance

requirements are achieved. May provide daily supervision and direction to staff.

Minimum Experience: This position typically requires fifteen years of experience.

Minimum Education: A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, or other related field.

### Technician I

Functional Responsibility: Performs duties related to computer operations, data entry, cable pulling, media duplication, documentation, network technician, etc. Performs other related duties of a comparable level as assigned.

Minimum Experience: Requires two years of work experience in the field of hardware/software operations including at least one year of concentrated hands-on experience in the specific IT discipline(s). Must demonstrate ability to work independently and be resourceful.

Minimum Education: High school

### Technician II

Functional Responsibility: Performs duties related to computer operations, data entry, cable pulling, media duplication, documentation, network technician, etc. Performs other related duties of a comparable level as assigned.

Minimum Experience: Requires three years of work experience in the field of hardware/software operations including at least two year of concentrated hands-on experience in the specific IT discipline(s). Must demonstrate ability to work independently and be resourceful

Minimum Education: Associates degree in related field.

### Technician III

Functional Responsibility: Performs routine preventative maintenance and accomplishes all corrective maintenance procedures. Aids less technical qualified technicians during modification and upgrades of PC equipment. Provides operating system and applications SW troubleshooting support to staff and customers. Performs other duties as assigned.

Minimum Experience: Have extensive knowledge of configuration of PCs and peripherals with four years of directly related experience.

Minimum Education: Associates degree in related field.

### Help Desk I

Functional Responsibility: Documentation, hardware and software configuration, work processes, problem resolutions, and other technical matters as needed. Provide training to customers on application software use. Provide operating systems, network, internet, dial-in, networking, and applications software-troubleshooting support to staff and customers. Hardware troubleshooting or repair is

required. Installation and configuration of personal computers and peripherals including operating systems, hardware and software to attach workstations to a Local Area Network. Will interact with all levels of customers and provide answers to questions in a professional manner. Exercise independent judgment in making decisions to resolve customers' issues. Should be familiar with industry standard desktop software packages. Perform other related duties of a comparable level as assigned.

Minimum Experience:

Requires four years of work experience in the field of hardware/software operations including at least two year of concentrated hands-on experience in the specific discipline(s) of IT. Requires thorough understanding of computer platforms and desktop operating system(s). Knowledge of primary protocols. Experience in installation, configuration, and troubleshooting of personal computers and peripherals including operating systems, hardware/software to attach workstations to the network, various approved desktop applications, email client software, internet access tools, and remote access software for remote node and remote control applications. Skilled in solving a variety of problems. Excellent verbal and written communication skills and the ability to communicate and interact with all levels of employees and staff. Must demonstrate ability to work independently and be resourceful.

Minimum Education:

Associates degree in related field.

## Help Desk II

Functional Responsibility:

Documentation, hardware and software configuration, work processes, problem resolutions, and other technical matters as needed. Provide training to customers on application software use. Provide operating systems, network, internet, dial-in, networking, and applications software-troubleshooting support to staff and customers. Hardware troubleshooting or repair is required. Installation and configuration of personal computers and peripherals including operating systems, hardware and software to attach workstations to a Local Area Network. Will interact with all levels of customers and provide answers to questions in a professional manner. Exercise independent judgment in making decisions to resolve customers' issues. Should be familiar with industry standard desktop software packages. Perform other related duties of a comparable level as assigned.

Minimum Experience:

Requires six years of work experience in the field of hardware/software operations including at least three year of concentrated hands-on experience in the specific discipline(s) of IT. Requires thorough understanding of computer platforms and desktop operating system(s). Knowledge of primary protocols. Experience in installation, configuration, and

troubleshooting of personal computers and peripherals including operating systems, hardware/software to attach workstations to the network, various approved desktop applications, email client software, internet access tools, and remote access software for remote node and remote control applications. Skilled in solving a variety of problems. Excellent verbal and written communication skills and the ability to communicate and interact with all levels of employees and staff. Must demonstrate ability to work independently and be resourceful.

Minimum Education: Associates degree in related field.

### Applications Developer I

Functional Responsibility: Develops computer software. Develops functional block diagrams and data/logic flow charts. Codes, integrates, tests, debugs, and refines the software to produce the required product. Applies software tools to support software development, test, use and reuse, and manages their implementation. Enhances software to reduce operating time or improve efficiency. Employs accepted design techniques and CASE tools. Prepares program-level and user-level documentation. Assists with software configuration management.

Minimum Experience: This position typically requires two years of experience.

Minimum Education: A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, or other related field.

### Applications Developer II

Functional Responsibility: Develops computer software by analyzing functional specifications and interpreting system design specifications. Develops functional block diagrams and data/logic flow charts. Codes, integrates, tests, debugs, and refines the software to produce the required product. Applies software tools to support software development, test, use and reuse, and manages their implementation. Enhances software to reduce operating time or improve efficiency. Employs accepted design techniques and CASE tools. Prepares program-level and user-level documentation. Assists with software configuration management.

Minimum Experience: This position typically requires five years of experience.

Minimum Education: A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, or other related field.

### Applications Developer III

Functional Responsibility: Designs and develops software by analyzing functional specifications and interpreting system design specifications. Develops functional block diagrams and data/logic flow charts.

Codes, integrates, tests, debugs, and refines the software to produce the required product. Develops software tools and subsystems to support software development, test, and reuse, and manages their implementation. Enhances software to reduce operating time or improve efficiency. May manage software development and support. Applies accepted design techniques and CASE tools. Prepares program-level and user-level documentation. Performs software configuration management.

Minimum Experience:  
Minimum Education:

This position typically requires seven years of experience  
A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, or other related field.

#### Applications Developer IV

Functional Responsibility:

Translates designs into software by analyzing functional specifications and interpreting complex system design specifications. Develops functional block diagrams and data/logic flow charts. Codes, integrates, tests, debugs, and refines the software to produce the required product. Designs software tools and subsystems to support software development, test, and reuse, and manages their implementation. Enhances software to reduce operating time or improve efficiency. May manage software development and support. Applies accepted design techniques and CASE tools. Prepares program-level and user-level documentation. May also lead software configuration management. May provide daily supervision and direction to staff.

Minimum Experience:  
Minimum Education:

This position typically requires twelve years of experience.  
A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, or other related field.

#### Applications Developer V

Functional Responsibility:

Leads software design by analyzing functional specifications and interpreting complex system design specifications. Develops functional block diagrams and data/logic flow charts. Codes, integrates, tests, debugs, and refines the software to produce the required product. Leads the design of software tools and subsystems to support software development, test, and reuse, and manages their implementation. Enhances software to reduce operating time or improve efficiency. May manage software development and support. Applies accepted design techniques and CASE tools. Prepares program-level and user-level documentation. May also lead software configuration management. May provide daily supervision and direction to staff.

Minimum Experience:  
Minimum Education:

This position typically requires fifteen years of experience.  
A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, or other related field.

### Data Base Analyst I

**Functional Responsibility:** Assists with development of databases and data base management systems (DBMS). Adheres to policies and procedures pertaining to DBMS management, security, maintenance and use. May analyze database requirements and defines physical structure and functional capabilities of databases. May perform database design tradeoffs. Evaluates and installs DBMS products to support validated user requirements. Implements schemas, file organization, indexing methods, and performs data planning and development. Populates databases, performs data extraction and data manipulation to support database utilization.

**Minimum Experience:** This position typically requires two years of experience.

**Minimum Education:** A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, Business, or other related field.

### Data Base Analyst II

**Functional Responsibility:** Develops databases and data base management systems (DBMS). Adheres to policies and procedures pertaining to DBMS management, security, maintenance and use. Analyzes database requirements and defines physical structure and functional capabilities of databases. May perform database design tradeoffs. Evaluates, recommends, installs, tunes and optimizes DBMS products to support validated user requirements. Develops schemas, file organization, indexing methods, and performs data planning and development. Populates databases, performs data extraction and data manipulation to support database utilization.

**Minimum Experience:** This position typically requires five years of experience.

**Minimum Education:** A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, Business, or other related field.

### Data Base Analyst III

**Functional Responsibility:** Develops databases and data base management systems (DBMS). Adheres to policies and procedures pertaining to DBMS management, security, maintenance and use. Analyzes database requirements and defines physical structure and functional capabilities of databases. May perform database design tradeoffs. Evaluates, recommends, installs, tunes and optimizes DBMS products to support validated user requirements. Develops schemas, file organization, indexing methods, and performs data planning and development. Populates databases, performs data extraction and data manipulation to support database utilization.

**Minimum Experience:** This position typically requires seven years of experience.

**Minimum Education:** A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, Business, or other related

field.

### Computer Programmer I

|                            |  |
|----------------------------|--|
| Functional Responsibility: | Develops computer programs and routines from design specifications by applying company standards for program structure, implementation techniques, and quality assurance in order to provide programming support to the customer and management. Under close supervision, prepares program design documents in the form of structure charts, data flow diagrams, and other documents. Codes, tests, installs and documents detailed programs while applying company standards to all products developed under close supervision. Performs program maintenance on existing computer programs under close supervision. Controls and schedules own work to meet deadlines. Performs other related duties of a comparable level as assigned. |
| Minimum Experience:        | Current knowledge in modern languages (C, C++, etc.) and an understanding of the next generation languages and their application is required.  |
| Minimum Education:         | Bachelors degree in a technical or computer related field and zero to one year of relevant work experience is required. Three years of experience in the programming field may be substituted for the degree.  |

### Computer Programmer II

|                            |  |
|----------------------------|--|
| Functional Responsibility: | Provides for the development of detailed program design specifications for a computer system including the computer program routines and programs from design specifications; to perform extensive testing of programs for program verification; and to apply company standards for program structure, implementation techniques, and quality assurance. These activities are necessary in order to provide programming support to the customer and management. Codes, tests, installs, and documents detailed programs while applying company standards to all products developed with general direction of supervisor. Performs program maintenance of existing computer programs under the direction of supervisor. Prepares logic diagrams for existing and proposed operations. Interfaces with the customer to gather pertinent information to further define program specifications. Incorporates company standard when defining computer systems. Performs other related duties of a comparable level as assigned. |
| Minimum Experience:        | Current knowledge in modern languages (C, C++, etc.) and an understanding of the next generation languages and their application is required. An understanding of data structures, files, and databases and their applications. Knowledge of system design techniques is necessary. Detailed knowledge of the construction stage and the system development life cycle is required.  |

Minimum Education: Requires relevant work experience of three years in a related field with a Bachelors degree in a technical or computer related field or five years of relevant work experience without the degree.

### Computer Programmer III

Functional Responsibility: To provide support in the development of application system specifications; to provide support in the development of detailed design specifications for computer system routines and programs; to perform extensive testing of programs for verification; and to apply company standards for program structure, implementation techniques, and quality assurance. These activities are necessary in order to provide programming support to the customer and management. Defines applications problems, determines system specification, recommends equipment changes and designs data processing procedures. Codes, tests, installs, and documents detailed programs while applying company standards to all products developed. Prepares logic and other diagrams illustrating the program, system and application architecture. Controls and schedules assigned work to meet deadlines including the possible technical supervision of other data processing staff. Interfaces with the customer to gather pertinent information to further define program and application specifications. Analyzes existing system and program logic and makes revisions. Applies company standards when defining computer systems. Performs other related duties of a comparable level as assigned.

Minimum Experience: Current knowledge in modern languages (C, C++, etc.) and an understanding of the next generation languages and their application is required. An understanding of data structures, files, and databases and their applications. Knowledge of system design techniques is necessary. Detailed knowledge of the construction stage and the system development life cycle is required.

Minimum Education: Requires relevant work experience of five years in a related field with a Bachelors degree in a technical or computer related field. Seven years of programming experience may be substituted for the degree.

### System Operator I

Functional Responsibility: Monitors and supports computer operations and processing. Coordinates input, output, job sequencing, backup and recovery processes for consoles, tape drives and file media. Monitors system to ensure performance within nominal range. Invokes documented error recovery procedures including notification of vendors of non-functional hardware.

Minimum Experience: This position typically requires two years of experience.

Minimum Education: An Associates degree or equivalent in Computer Science, Information

## System Operator II

|                            |   |
|----------------------------|---|
| Functional Responsibility: | Assists in the daily activities associated with configuration and operation of computer systems and facilities. Assists users in accessing and operation of systems. Coordinates input, output, job sequencing, backup and recovery processes for consoles, tape drives and file media. Monitors system to ensure performance within nominal range. Invokes documented error recovery procedures including notification of vendors of non-functional hardware. Distributes output and controls computer operation that may be mainframe, mini-computer, or client/server-based. |
| Minimum Experience:        | This position typically requires two years of experience.   |
| Minimum Education:         | A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, Business, or other related field.  |

## Subject Matter Expert I

|                            |  |
|----------------------------|--|
| Functional Responsibility: | Possesses unique experience and expert knowledge in technical, functional, and/or process areas. Applies best industry practices and standards, current technology, and creative solutions to challenging problems. Works directly with customer management to apply advanced principles, theories, and concepts and develops solutions to complex problems. Defines key concepts for planning, deployment, integration, operation and/or enhancement of state-of-the-art and/or legacy systems. Employs methodologies for guiding others in problem resolution. Develops insightful solutions to meet fiscal, technological and schedule constraints. |
| Minimum Experience:        | This position typically requires two years of experience.  |
| Minimum Education:         | A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, Business, or other related field.   |

## Subject Matter Expert II

|                            |  |
|----------------------------|--|
| Functional Responsibility: | Possesses unique experience and expert knowledge in technical, functional, and/or process areas. Applies best industry practices and standards, current technology, and creative solutions to challenging problems. Works directly with customer management to apply advanced principles, theories, and concepts and develops solutions to complex problems. Defines key concepts for planning, deployment, integration, operation and/or enhancement of state-of-the-art and/or legacy systems. Employs methodologies for guiding others in problem resolution. Develops insightful solutions to meet fiscal, technological and schedule constraints. |
| Minimum Experience:        | This position typically requires five years of experience.   |
| Minimum Education:         | A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, Business, or other related  |

field.

### Subject Matter Expert III

**Functional Responsibility:** Possesses unique experience and expert knowledge in technical, functional, and/or process areas. Applies best industry practices and standards, current technology, and creative solutions to challenging problems. Works directly with customer management to apply advanced principles, theories, and concepts and develops solutions to complex problems. Defines key concepts for planning, deployment, integration, operation and/or enhancement of state-of-the-art and/or legacy systems. Employs methodologies for guiding others in problem resolution. Develops insightful solutions to meet fiscal, technological and schedule constraints.

**Minimum Experience:** This position typically requires ten years of experience.

**Minimum Education:** A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, Business, or other related field.

### Subject Matter Expert IV

**Functional Responsibility:** Possesses unique experience and expert knowledge in technical, functional, and/or process areas. Applies best industry practices and standards, current technology, and creative solutions to challenging problems. Works directly with customer management to apply advanced principles, theories, and concepts and develops solutions to complex problems. Defines key concepts for planning, deployment, integration, operation and/or enhancement of state-of-the-art and/or legacy systems. Employs methodologies for guiding others in problem resolution. Develops insightful solutions to meet fiscal, technological and schedule constraints.

**Minimum Experience:** This position typically requires fifteen years of experience.

**Minimum Education:** A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, Business, or other related field.

### Subject Matter Expert V

**Functional Responsibility:** Possesses unique experience, vision, and expert knowledge in highly specialized technical, functional, and/or process areas. Applies best industry practices and standards, leading-edge technology, and innovative solutions to intractable problems. Works directly with customer management to apply advanced principles, theories, and concepts and develops comprehensive solutions to complex problems. Defines key concepts for planning, deployment, integration, operation and/or enhancement of state-of-the-art and/or legacy systems. Employs methodologies for guiding others in problem resolution. Develops insightful solutions to meet fiscal, technological and schedule constraints.

Minimum Experience: This position typically requires twenty years of experience.  
Minimum Education: A Bachelor's degree or equivalent in Computer Science, Information Systems, Engineering, Business, or other related field.

#### **Administrative and Documentation Support I**

Functional Responsibility: Performs administrative and document support duties. Assists in the production of management plans, technical documents, and presentation graphics. Gathers and arranges technical information. Assists in organization and maintenance of project library. Performs document retrieval through use of an electronic or paper document repository. Provides office administration support, maintains files, prepares correspondence, updates schedules and coordinates travel. Performs data entry functions and verifies data entered.

Minimum Experience: This position typically requires two years of experience.  
Minimum Education: An Associates degree or equivalent in Computer Science, Information Systems, Engineering, Business, or other related field.

#### **Administrative and Documentation Support II**

Functional Responsibility: Performs administrative and document support duties. Implements administrative operating procedures. Assists in the production of management plans, technical documents, and presentation graphics. Integrates graphics. Gathers, analyzes, and arranges technical information. Organizes and maintains project library. Maintains version control of project documents. Performs document retrieval through use of an electronic or paper document repository. Provides office administration support, maintains files, prepares correspondence, updates schedules, and coordinates travel. Performs data entry functions and verifies data entered.

Minimum Experience: This position typically requires four years of experience.  
Minimum Education: An Associates degree or equivalent in Computer Science, Information Systems, Engineering, Business, or other related field.

#### **Administrative and Documentation Support III**

Functional Responsibility: Assists in collecting and organizing technical, management and administrative information required for preparation of users' manuals, training materials, installation guides, proposals, and reports. Performs technical, journalistic and expository writing per customer requirements. Edits technical documentation including functional descriptions, system specifications, users' manuals, special reports, plans, technical documents, presentation graphics, or other customer deliverables and documents. May develop and integrate graphics with deliverable documents.

Minimum Experience: This position typically requires five years of experience.

Minimum Education: A Bachelor's degree or equivalent in English, Literature, or other related discipline.

### **Administrative Support I**

Functional Responsibility: Provides maintenance and support of various data systems and provides collection and organization of information. Produces periodic reports for general distribution. Other duties, such as, filing, word processing, data entry, receiving phone calls, may be typical. Performs other related duties as assigned.

Minimum Experience: Ability to maintain a high degree of accuracy and precision is essential. General knowledge of office processes, such as, filing and word processing.

Minimum Education: Requires one year experience typically acquired through work. A high school diploma or equivalent is also required.

### **Administrative Support II**

Functional Responsibility: Provides coordination of management information. Supports staff in scheduling, preparation of correspondence, administrative processes, and special activities. Assembles and analyzes data and prepares complex and/or confidential reports. Initiates and/or completes correspondence. Performs other related duties of a comparable level as required.

Minimum Experience: : Must have the ability to organize corporate communications with little direct supervision. A high degree of discretion is mandatory. Must have the ability to plan, coordinate, work, and communicated with staff and external organizations in the accomplishment of duties. Requires a working knowledge of various types of office equipment and software such as a personal computer, word processor, and spreadsheets.

Minimum Education: Requires four years experience in the administrative field or a bachelors degree with two years of applicable experience.