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Memorandum

To: Designated Agency Officials and Government purchasing agents
Date: 01 OCT 2009
Subject: Category 2 - Support Services price list for contract year 8
GSA CONNECTIONS Contract GS00T03AHD0007
Copies: As needed

This document gives official GSA CONNECTIONS CONUS contract prices for various technical services through January 28, 2011. Please contact GTI directly for OCNUS prices.

Government Telecommunications, Inc. (GTI) offers these technical labor and support services through its GSA CONNECTIONS Category 2 contract. GTI's skilled labor services allow customers to define requirements, assess alternatives, design solutions, and install, operate, upgrade, maintain, and deinstall equipment and services. Many of these same Support Services are also available under GTI's Category 1 contract.

Authorized Buyers

GSA CONNECTIONS is available for all Federal agencies, authorized Federal contractors, and agency-sponsored universities and laboratories authorized by law or regulation to acquire equipment and services using a Federal contract. GSA reserves the right to add customers at any time during the term of the contract in accordance with GSA Order ADM 4800.2E (as updated).

About the GTI CONNECTIONS Team

GTI has assembled a strong team consisting of world class service providers, original equipment manufacturers (OEM), equipment vendors and subcontractors. Our team is committed to providing the very best products, services and solutions at the most reasonable cost. GTI will partner with you to develop and provide superior products and services for voice, data and video applications, security requirements, and lifecycle support.

For more information

Please call GTI Sales at 800 722 6733, or e-mail sales@govtel.com.

Official contract information from GSA is available at <http://www.gsa.gov/connections>.

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GSA CONNECTIONS Category 2 Overview

GTI's Category 2 services include many line items in support of the telecommunications infrastructure. These are offered in three series: 1. The Professional Series, 2. The Technical Series, and 3. The E-Business Series. The pages below give brief descriptions and pricing for these services. Section C.4 of the contract provides additional details on the types of skilled labor offered under Category 2.

All prices given are per hour.

Contract Years

GSA CONNECTIONS contract years are based on a combination of the Government Fiscal Year and the contract award date. The contract was awarded January 30, 2003, and runs through January 28, 2011. The following table shows the eight contract years.

Year	Dates
1	01/30/03 to 09/30/03
2	10/01/04 to 09/30/04
3	10/01/05 to 09/30/05
4	10/01/06 to 09/30/06
5	10/01/06 to 09/30/07
6	10/01/07 to 09/30/08
7	10/01/08 to 09/30/09
8	10/01/09 to 01/29/11

Professional Series

The support services in this series allow GTI to offer program and task management services to customers. Please see sections C.4.2.1 and C.4.2 of the GSA CONNECTIONS contract for details. All services are provided under the terms and conditions of the contract.

All prices given are per hour. Price discounts are available for orders in excess of 1040 hours, and on a spot market basis. Please contact GTI at sales@govtel.com for details.

Program Manager (Task Order)

Position Description

Responsible for overall management of the task order. Organizes, directs, and coordinates planning and production of all contract support activities. Responsible for the performance of all task order activities and order requirements. Meets with appropriate Government management personnel, other contractor managers, and customer representatives. Formulates and reviews strategic plans, marketing plans, subcontracting arrangements, and deliverables, determines task order costs, and ensures conformity with contract terms and conditions. Responsible for ensuring coordination between personnel below them and all central management functions within the organization and between those central management functions and appropriate Government personnel. Assigns, schedules, and reviews work of subordinates. Explains policies, purposes, and goals of the contractor’s organization and the Government’s policies and procedures applicable to this contract to subordinates. Takes appropriate action and coordinates policies and activities with appropriate Government personnel. Actively applies quality assurance measures to the management and performance of the task order.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
PM-3-001	Program Manager - Senior Staff	8	218.16	235.33

Site Manager

Position Description

Responsible for the consulting, engineering, and operations activities performed at a particular customer location. Identifies changes in telecommunications, computer, and systems technology and interprets their meaning to senior management and the customer. Provides technical assistance to facilitate planning, design, installation, modification, and operation of an information systems capability. Prepares long and short range plans for application selection, systems development, systems maintenance, production activities and for necessary support resources. Also responsible for applications systems analysis and programming activities for a group or section and for feasibility studies, time and cost estimates, and the establishment and implementation of new and revised applications systems and programs. Assists in projecting software and hardware requirements. Assigns personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding the activities at a particular customer site. Confers and consults with customer personnel regarding performance and scheduling issues.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
SM-2-002	Site Manager - Staff	8	\$94.94	\$103.02
SM-3-003	Site Manager - Senior Staff	8	\$118.17	\$127.26
SM-4-004	Site Manager - Principal	8	\$148.47	\$160.59

Systems Integration Engineer

Position Description

Designs, develops, and implements computer-communication networks that meet the customer's connectivity, throughput, and security requirements. Detailed knowledge of data communications devices, services, software, protocols, and interface requirements. Experienced in using satellite, microwave, broadband, fiber optic, voice, and digital telecommunication systems. Integrates communications with computer systems to provide comprehensive, interoperable systems solutions. Applies telecommunications and computer engineering principles and theory to propose design and configuration alternatives. Evaluates existing communications systems to identify deficiencies and network performance issues. Experienced with the planning that must be undertaken to adequately define requirements, acquire, and implement converged voice, data, and video communications equipment and software. Analyzes network performance, usage, and traffic flows, accesses and interfaces, transmission techniques, and protocols to interface with computer systems and adjusts the implementation to meet performance requirements. Consults with users, managers, and staff to ensure that deficiencies and alternatives have been fully identified and that the solution meets requirements.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
SN-2-005	System Integration Engineer - Staff	8	\$101.00	\$109.08
SN-3-006	System Integration Engineer - Senior Staff	8	\$113.12	\$122.21
SN-4-007	System Integration Engineer - Principal	8	\$124.23	\$134.33

Network Engineer

Position Description

Act as the technology lead for designing the network and security platforms and technical lead supporting network. Other responsibilities include security audits, assessments, design, implementation and configuration. Provides leadership, direction and vision in the support and deployment of network and security technologies. Works with project managers, business analysts and contractors on security solutions to address customer's security requirements. Researches and provides information on security related solutions. Performs software evaluations and testing of new and existing security solutions. Functions as a third level support resource on network products and problems that are in use. Can work autonomously in a professional manner. Can install, configure, and operate networks in highly complex environments with specific protocols and instruct and direct those doing these tasks as well. Can assume management responsibilities if required.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
NE-1-008	Network Engineer - Associate or Junior	8	\$67.67	\$72.72
NE-2-009	Network Engineer - Staff	8	\$94.94	\$103.02
NE-3-010	Network Engineer - Senior Staff	8	\$125.24	\$135.34
NE-4-011	Network Engineer - Principal	8	\$179.78	\$193.92

Local Area Network/Metropolitan Area Network/Wide Area Network Integrator

Position Description

Responsible for overall integration of service delivery arrangements involving LANs, MANs, and WANs including the planning, design, installation, maintenance, management and coordination of agency LAN/MAN/WAN interfaces with the customer's telecommunications service providers. Responsible for the technical, architecture, and engineering changes to customer LANs/MANs/WANs. Maintains technical currency and studies contractor equipment and services to determine those that best meet the customer's needs. Presents information to management, which may result in purchase and installation of hardware, software, or telecommunications services. Is typically a top level technical contributor with advanced knowledge and experience in the area of local and wide area networking, communications, and related hardware/software (e.g., bridges, gateways, routers, multiplexers, hubs). Recommends network security procedures and policies. Knowledgeable in many network topologies, protocols, and interfaces (e.g., Frame Relay, ATM, GigE). Also experienced in working in a multiple operating systems environment (e.g., Desktop, Server, Network Operating System).

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
LI-2-012	LAN/MAN/WAN Integrator - Staff	8	\$90.90	\$97.97
LI-3-013	LAN/MAN/WAN Integrator - Senior Staff	8	\$117.16	\$126.25
LI-4-014	LAN/MAN/WAN Integrator - Principal	8	\$135.34	\$146.45

Quality Assurance Engineer

Position Description

Responsible for development of project Quality Assurance Plans and the implementation of procedures that conform to the requirements of the contract. Responsible for verifying that each functional component of the project follows a defined process that conforms with contractual requirements. Reports findings to project staff, line management, and the customer, as appropriate. Provides an independent assessment of how the project's development process is being implemented relative to the defined process and recommends methods to optimize the contractor's process.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
QA-2-015	Quality Assurance Engineer - Staff	8	\$102.01	\$110.09
QA-3-016	Quality Assurance Engineer - Senior Staff	8	\$126.25	\$136.35
QA-4-017	Quality Assurance Engineer - Principal	8	\$148.47	\$160.59

Information Assurance System Engineer

Position Description

Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides leadership and guidance in the development, design, and application of solutions implemented by more junior staff members. Coordinates with senior representatives within the customer organization to establish and define programs, resources, and risks. Applies expertise to Government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control-related networks. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity, coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
IA-1-018	Information Assurance System Engineer - Associate	8	\$88.88	\$95.95
IA-2-019	Information Assurance System Engineer - Staff	8	\$105.04	\$113.12
IA-3-020	Information Assurance System Engineer - Senior Staff	8	\$142.41	\$153.52
IA-4-021	Information Assurance System Engineer - Principal	8	\$195.94	\$212.10

Engineering Subject Matter Expert

Position Description

Provides technical knowledge and skill in using specialized applications in the areas specified in the order. Experienced in the operational environment and using high-level functional systems analysis, design, integration, documentation, and implementation methodologies on complex problems that require in-depth knowledge of the subject matter for effective implementation. Participates as needed in all phases of engineering design and software development with emphasis on the planning, analysis, testing, integration, documentation and presentation phases. Applies principles, methods and knowledge of the functional area of expertise to specific order requirements and in the process uses advanced mathematical principles and methods to arrive at practical, innovative solutions. Designs and prepares technical reports, data bases, studies, and related documentation, makes charts and graphs to record results. Prepares and delivers presentations and briefings as required by the order. Has knowledge of security requirements for specialized information transfer applications and is skilled in preparing technical reports and providing other services required by the order.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
EM-2-022	Engineering Subject Matter Expert - Staff	8	\$117.16	\$126.25
EM-3-023	Engineering Subject Matter Expert - Senior Staff	8	\$122.21	\$132.31
EM-4-024	Engineering Subject Matter Expert - Principal	8	\$209.07	\$226.24

Technical Series

Personnel in the Technical Series are usually involved in the installation, testing, operations, and maintenance of the customer's telecommunications infrastructure. Please see sections C.4.2.2 and C.4.2 of the GSA CONNECTIONS contract for details. All services are provided under the terms and conditions of the contract.

All prices given are per hour. Price discounts are available for orders in excess of 1040 hours, and on a spot market basis. Please contact GTI at sales@govtel.com for details.

Project Manager

Position Description

Responsible for large projects or a significant segment of a large complex project. Translates customer requirements into formal agreements and plans that culminate in customer acceptance of results while meeting business objectives. Works with customer to identify business requirements and develops the proposed solution. Subsequently leads a team in initiating, planning, controlling, executing, and closing tasks of a project or segment of a project to produce the delivered solution. Executes a wide range of process activities beginning with the initial technical response to an order through development, test and final delivery. Formulates partnerships between customer, suppliers, and staff. Anticipates potential project related problems. Uses refined techniques for identifying, eliminating, or mitigating solution, project, and business risks. Understands customer, industry, and business trends. Applies this understanding to meet project objectives. As appropriate, challenges the validity of given procedures and processes to enhance or improve them. Analyzes information and situations and implements actions, independently or through the management team, to ensure project objectives are met. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
MP-2-025	Project Manager - Staff	8	\$89.89	\$96.96
MP-3-026	Project Manager - Senior Staff	8	\$137.36	\$148.47
MP-4-027	Project Manager - Principal	8	\$164.63	\$177.76

Operations Systems Manager

Position Description

Provides assistance for all information systems operations activities, including computer and telecommunications operations, data entry, operations support, and operating systems programming. Provides input to policy level discussions regarding standards and budget constraints. Assigns task personnel to projects and directs their activities, reviews and evaluates their work, and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with personnel in other operations support sections to coordinate activities. Prepares activity and progress reports regarding information systems operations.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
OM-1-028	Operations Systems Manager - Associate or Junior	8	\$89.89	\$96.96
OM-2-029	Operations Systems Manager - Staff	8	\$101.00	\$109.08
OM-3-030	Operations Systems Manager - Senior Staff	8	\$113.12	\$122.21
OM-4-031	Operations Systems Manager - Principal	8	\$124.23	\$134.33

Network Systems Manager

Position Description

Supervises personnel engaged in the operation and support of network facilities, including all communications equipment in large scale or multi-shift operations. Assigns personnel to various projects and directs their activities, reviews and evaluates their work, and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Supervises complex operations that involve two or more additional functions, such as network operations, systems software support, and production support activities.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
NM-1-032	Network Systems Manager - Associate or Junior	8	\$82.82	\$89.89
NM-2-033	Network Systems Manager - Staff	8	\$93.93	\$101.00
NM-3-034	Network Systems Manager - Senior Staff	8	\$133.32	\$144.43
NM-4-035	Network Systems Manager - Principal	8	\$178.77	\$192.91

Operations Systems Security Specialist

Position Description

Provides technical knowledge and analysis of information assurance, to include applications, operating systems, physical security, networks, risk assessment, critical infrastructure continuity and contingency planning, emergency preparedness, security awareness and training. Provides analysis of existing system's vulnerability to possible intrusions, resource manipulation, resource denial and destruction of resources. Provides technical support and analysis to document organizational information protection framework, and supports policy and procedures preparation and implementation.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
SS-1-036	Operations Systems Security Specialist - Associate	8	\$70.70	\$76.76
SS-2-037	Operations Systems Security Specialist - Staff	8	\$111.10	\$120.19
SS-3-038	Operations Systems Security Specialist - Senior St	8	\$142.41	\$153.52
SS-4-039	Operations Systems Security Specialist - Principal	8	\$172.71	\$186.85

Communications Analyst

Position Description

Assists in the planning, design, implementation, and operation of communications networks. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs. Conducts feasibility studies for large projects, develops requests for proposals, evaluates contractor equipment, and makes recommendations on selection. May provide guidance and training to less experienced analysts.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
CA-1-040	Communications Analyst - Associate or Junior	8	71.71	77.77
CA-2-041	Communications Analyst - Staff	8	88.88	95.95
CA-3-042	Communications Analyst - Senior Staff	8	101.00	109.08

Database Manager/Administrator

Position Description

Administers computer databases. Assigns contractor-supplied personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Consults with and advises users of the various databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Prepares activity and progress reports regarding the database management section.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
DB-2-043	Database Manager/Administrator - Staff	8	\$94.94	\$103.02
DB-3-044	Database Manager/Administrator - Senior Staff	8	\$101.00	\$109.08
DB-4-045	Database Manager/Administrator - Principal	8	\$124.23	\$134.33

Applications Systems Analyst/Programmer

Position Description

Formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs and documents programs. Works in all phases of applications, systems analysis, and programming activities. Provides guidance and training to less experienced analysts/programmers.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
PA-1-046	App Systems Analyst/Programmer - Associate	8	\$70.70	\$76.76
PA-2-047	App Systems Analyst/Programmer - Staff	8	\$88.88	\$95.95
PA-3-048	App Systems Analyst/Programmer - Senior Staff	8	\$107.06	\$115.14
PA-4-049	App Systems Analyst/Programmer - Principal	8	\$130.29	\$140.39

Data/Configuration Management Specialist

Position Description

Responsible for configuration management support. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Responsible for configuration planning. Identifies and maintains the original configuration of requirements documentation, design documentation, software, and related documentation. Responsible for configuration change control. Regulates the change control process so that only approved and validated changes are incorporated into configuration control documents and related software. Responsible for configuration status accounting. Tracks all problems and changes in configuration control documents and software and reports changes and current configuration. Responsible for configuration audits. Supports audits to verify that requirements of all baselines have been met by the as-built software. Supports quality assurance process audits.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
CM-1-050	Data/Configuration Management Specialist - Associate	8	\$76.76	\$82.82
CM-2-051	Data/Configuration Management Specialist - Staff	8	\$80.80	\$86.86
CM-3-052	Data/Configuration Management Specialist - Senior Staff	8	\$104.03	\$112.11
CM-4-053	Data/Configuration Management Specialist - Principal	8	\$117.16	\$126.25

Quality Assurance Specialist

Position Description

Responsible for development of project quality assurance plans and the implementation of procedures that conform to the requirements of the contract. Responsible for verifying that each functional component of the project follows a defined process that conforms to contractual requirements. Reports findings to project staff, line management, and the customer, as appropriate. Provides an assessment of how the project's development process is being implemented relative to the defined process and recommends methods to optimize the organization's process.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
QS-1-054	Quality Assurance Specialist - Associate or Junior	8	\$71.71	\$77.77
QS-2-055	Quality Assurance Specialist - Staff	8	\$101.00	\$109.08
QS-3-056	Quality Assurance Specialist - Senior Staff	8	\$121.20	\$131.30

Curriculum Developer

Position Description

Responsible for identifying appropriate instructional strategies, learning strategies, and theories for the learning materials being developed and the technologies that are best suited for presenting the learning materials. Has a strong foundation of the instructional design principles and process. Assesses, designs, develops, implements, and evaluates instructional materials. Must have good communication and coordination skills to communicate with both content experts and clients to determine the objectives/goals, scope, and content of the materials to be learned.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
CU-1-057	Curriculum Developer - Associate or Junior	8	\$76.76	\$82.82
CU-2-058	Curriculum Developer - Staff	8	\$94.94	\$103.02
CU-3-059	Curriculum Developer - Senior Staff	8	\$120.19	\$130.29

Training Specialist

Position Description

Conducts research necessary to develop and revise comprehensive courses and prepares appropriate training materials. Prepares all training material (course outline, background material, and training aids). Prepares all student material (course manuals, workbooks, handouts, exercises, completion certificates and course critique forms). Provides support, including train the trainer, formal classroom training courses, computer-based training, web-based instruction, workshops, exercises, and seminars. Demonstrates excellent interpersonal written and oral communication skills.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
TS-1-060	Training Specialist - Associate or Junior	8	\$70.70	\$76.76
TS-2-061	Training Specialist - Staff	8	\$101.00	\$109.08
TS-3-062	Training Specialist - Senior Staff	8	\$124.23	\$134.33

Cable Installer

Position Description

Installs or oversees installation of telephone, coaxial, and fiber optic cables, including vertical and horizontal cable pairs to the desktop. Locates and diagnoses signal transmission defects using various test equipment and visual inspection. Uses tools and related test equipment, ground power equipment, and pressure equipment. Prepares necessary reports. Communicates effectively with technical and management personnel.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
CI-1-063	Cable Installer - Associate or Junior	8	\$50.50	\$54.54
CI-2-064	Cable Installer - Staff	8	\$70.70	\$76.76
CI-3-065	Cable Installer - Senior Staff	8	\$92.92	\$99.99

Cable Splicer

Position Description

Splices, inspects, maintains, overhauls, repairs, and installs splice cases for telephone, coaxial, fiber optic, and outside plant cable. Locates and diagnoses signal transmission defects using various test equipment and visual inspection. Uses cable splicing and lineman's tools and related test equipment, ground power equipment, and pressure equipment. Communicates effectively with technical and management personnel.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
CP-1-066	Cable Splicer - Associate or Junior	8	\$58.58	\$63.63
CP-2-067	Cable Splicer - Staff	8	\$73.73	\$79.79
CP-3-068	Cable Splicer - Senior Staff	8	\$98.98	\$107.06

Test Technician

Position Description

Expert in testing complex software/hardware applications. Responsible for ensuring that the test design and documentation support all applicable customer or accepted industry standards, schedules, and budgets. Experienced using the test equipment. Responsible for ensuring that testing conclusions and recommendations are fully supported by test results and project managers are fully informed of testing status and application deviations from documented user requirements.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
TT-1-069	Test Technician - Associate or Junior	8	\$53.53	\$57.57
TT-2-070	Test Technician - Staff	8	\$65.65	\$70.70
TT-3-071	Test Technician - Senior Staff	8	\$82.82	\$89.89

Network Technician

Position Description

Monitors and responds to complex hardware, software, and network problems using a variety of hardware and software testing tools and techniques. Provides primary interface with contractor's technical support groups or provides internal analysis and support to ensure appropriate notification during outages or periods of degraded system performance. Provides LAN server support. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment and network management software. May function as task lead providing guidance and training for less experienced technicians.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
NT-1-072	Network Technician - Associate or Junior	8	\$49.49	\$53.53
NT-2-073	Network Technician - Staff	8	\$66.66	\$71.71
NT-3-074	Network Technician - Senior Staff	8	\$85.85	\$92.92

E-Business Series

Support services in this subcategory respond to the customer's requirement to use best E-business practices and include support of the customer's Internet activities. Please see sections C.4.2.3 and C.4.2 of the GSA CONNECTIONS contract for details. All services are provided under the terms and conditions of the contract.

All prices given are per hour. Price discounts are available for orders in excess of 1040 hours, and on a spot market basis. Please contact GTI at sales@govtel.com for details.

E-Business Engineer

Position Description

Applies process improvement and reengineering methodologies and principles with Internet-related methodologies to conduct process modernization projects. Responsible for the effective transitioning of existing organizations or project teams and the facilitation of project teams in the accomplishment of the organization's goals or project activities and objectives through the improved use of the Internet and intranets. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between customers and multiple project teams to ensure enterprise-wide integration of reengineering efforts and application of best E-business practices. Provides daily supervision and direction to Business Process Engineers and Web Architects.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
EC-2-075	E-Business Engineer - Staff	8	\$113.12	\$122.21
EC-3-076	E-Business Engineer - Senior Staff	8	\$140.39	\$151.50
EC-4-077	E-Business Engineer - Principal	8	\$222.20	\$240.38

Business Process Engineer

Position Description

Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Familiar with E-business and its applicability to Government organizations.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
BP-2-078	Business Process Engineer - Staff	8	\$111.10	\$120.19
BP-3-079	Business Process Engineer - Senior Staff	8	\$128.27	\$138.37
BP-4-080	Business Process Engineer - Principal	8	\$208.06	\$224.22

Web Architect

Position Description

Designs and builds web sites using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's on-line offerings. Designs the website to support the organization's strategies and goals relative to external communications.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
WA-1-081	Web Architect - Associate or Junior	8	\$79.79	\$85.85
WA-2-082	Web Architect - Staff	8	\$106.05	\$114.13
WA-3-083	Web Architect - Senior Staff	8	\$131.30	\$141.40

Webmaster

Position Description

Updates web sites using a variety of graphics software applications, techniques, and tools. Contributes to the design group's efforts to enhance the look and feel of the organization's on-line offerings. Upgrades the website to support the organization's strategies and goals relative to external communications.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
WM-1-084	Webmaster - Associate or Junior	8	\$72.72	\$78.78
WM-2-085	Webmaster - Staff	8	\$86.86	\$93.93
WM-3-086	Webmaster - Senior Staff	8	\$116.15	\$125.24

Additional Support Services offered by GTI

The GSA CONNECTIONS contract permits contractors to provide additional infrastructure-related support services beyond those required by Category 2. The services listed in this section are official GSA CONNECTIONS line items, included in the original contract award to GTI. All services are provided under the terms and conditions of the contract.

All prices given are per hour. Price discounts are available for orders in excess of 1040 hours, and on a spot market basis. Please contact GTI at sales@govtel.com for details.

A/P Feed Analyst

Position Description

Telecommunications analyst specializing in the interface of telecommunications invoice verification systems with Accounts Payable and General Ledger systems. Familiar with interface requirements, troubleshooting interface failures and specification of interface controls. Applies accounting knowledge to accrual calculations, and auditing discrepancy resolutions. Uses estimates of discrepancy resolution success to forecast monthly accruals.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
CA-2-151	A/P Feed Analyst - Staff	8	97.97	106.05
CA-3-152	A/P Feed Analyst - Senior Staff	8	163.62	176.75

Audit Manager

Position Description

Coordinates implementations for auditing clients. Establishes systems and procedures for clients to provide data feeds, enabling the systematic identification of cost overcharges and problems related to revenue leakage. Coordinates receipt of feeds of all electronic invoice data from the clients' vendors, such as the local exchange carriers. Coordinates with software engineers on program and service elements. Works closely with project managers and other data information professionals to ensure smooth implementations. Organizes audit teams. Analyses invoices for telecommunications services and identifies discrepancies. Familiar with dozens of invoice formats, experienced in all discrepancy types. Familiar with financial reporting requirements, accrual requirements, and telecommunications principals. Communicates and negotiates discrepancies with carriers. Tracks discrepancy resolutions and compiles metrics on error frequencies and resolution recovery.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
QS-2-149	Audit Manager - Staff	8	163.62	176.75
QS-3-150	Audit Manager - Senior Staff	8	202.00	218.16

Bill Load Analyst

Position Description

Loads telecommunications invoices into invoice verification systems. Familiar with invoice types, media issues and invoice tracking. Trouble-shoots invoice load failures and coordinates with software vendors to characterize loading issues. Interfaces with carrier representatives to resolve invoice format and timing issues.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
CA-2-153	Bill Load Analyst - Staff	8	97.97	106.05
CA-3-154	Bill Load Analyst - Senior Staff	8	163.62	176.75

Business Continuity Planning Analyst

Position Description

Assists in research and fact-finding to develop or modify business continuity plans. Assists in preparing detailed analyses of business processes. Assists in performance of statistical and financial analyses. Assists in preparing the business continuity plan. Assists in developing scenarios and scripts for validating business continuity plans. Performs business continuity plan testing support.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
BP-2-140	Business Continuity Planning Analyst - Staff	8	92.92	99.99
BP-3-141	Business Continuity Planning Analyst - Senior Staff	8	121.20	131.30
BP-4-142	Business Continuity Planning Analyst - Principal	8	132.31	142.41

Business Continuity Planning Manager

Position Description

Responsible for development, testing, and implementation, as required, of the Business Continuity Plan (BCP) to preserve the integrity of an organization. Duties include, but are not limited to, the following list of functions. Designs and develops the Business Continuity Plan. Works with Business Process Reengineering-type specialists. Works with Enterprise Resource Planning-type specialists to identify key personnel and critical staffing levels. Works with organization executives to recommend a rank ordering of the organization's business processes with respect to the relative importance within the organization's business domain. Recommends the rank ordering of the organization's business processes with respect to vulnerability. Works with Information Security-type specialists to conduct threat, risk, vulnerability assessments, and recommends disaster recovery strategies of both the IT and critical infrastructures supporting the business processes. Facilitates information assurance and disaster recovery planning. Evaluates the potential impact on the organization's business processes in relation to the information assurance and disaster recovery plans. Develops test plans and supports conducting the tests of the BCP. Develops the associated maintenance program to ensure BCP currency.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
BP-2-138	Business Continuity Planning Manager - Staff	8	137.36	148.47
BP-3-139	Business Continuity Planning Manager - Senior Staff	8	158.57	171.70

CAD Operator

Position Description

Generates "as-built" drawings showing cable routes, building layouts, road and access areas, manholes, and other related items as needed. Generates outlet and wiring labels. Interfaces with field engineers and technicians to obtain/transfer needed field data to CAD drawings.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
WA-2-155	CAD Operator - Staff	8	64.64	69.69
WA-3-156	CAD Operator - Senior Staff	8	80.80	86.86

Call Center/Help Desk Manager

Position Description

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. These personnel serve as the first point of contact for troubleshooting hardware/software PC and printer problems, and call center support for agency programs.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
HM-2-122	Call Center/Help Desk Manager - Staff	8	\$97.97	\$106.05
HM-3-123	Call Center/Help Desk Manager - Senior Staff	8	\$124.23	\$134.33

Call Center/Help Desk Specialist

Position Description

Provides phone and in-person support to users in problem solving activities using information center tools. May also include support in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this task or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems and call center support for agency programs.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
HT-1-124	Call Center/Help Desk Specialist - Associate or Junior	8	56.56	60.60
HT-2-125	Call Center/Help Desk Specialist - Staff	8	82.82	89.89

Communications Facility Engineer

Position Description

Provides technical direction and engineering expertise for communications systems infrastructure activities, including planning, designing, and implementing communications infrastructure requirements for buildings and systems. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Interfaces with internal and external customers and vendors to determine communications infrastructure needs.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
CA-1-115	Communications Facility Engineer - Associate or J	8	\$81.81	\$87.87
CA-2-116	Communications Facility Engineer - Staff	8	\$94.94	\$103.02
CA-3-117	Communications Facility Engineer - Senior Staff	8	\$109.08	\$118.17

Communications Installer

Position Description

Will perform complex activities involved with the implementation of communications media to include installation, testing, troubleshooting and repair of equipment. Media may include cables such as telephone, coaxial and fiber optic, wireless, RF, and light.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
CI-1-135	Communications Installer - Associate or Junior	8	58.58	63.63
CI-2-136	Communications Installer - Staff	8	79.79	85.85
CI-3-137	Communications Installer - Senior Staff	8	96.96	105.04

Computer Operator

Position Description

Monitors and controls one or more mini or mainframe computers by operating the central console or on-line terminals. Studies program operating instruction sheets to determine equipment setup and run operations. Continuously observes the operation of the console panel, storage devices, printers, and the action of the console printer to monitor the system and determine the point of equipment or program failure. Manipulates controls in accordance with standard procedures to rearrange sequence of job steps to continue operations when individual units of the system malfunction. Confers with software systems engineering or applications programming personnel in the event errors requires a changed of instructions or sequence of operations. Maintains operating records such as machine performance and production reports.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
DB-1-109	Computer Operator - Associate or Junior	8	\$35.35	\$38.38
DB-2-110	Computer Operator - Staff	8	\$45.45	\$49.49
DB-3-111	Computer Operator - Senior Staff	8	\$68.68	\$73.73

Data Communications Manager

Position Description

Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation and support of distributed processing client/server systems. Provides coordination in the analysis, acquisition and installation of hardware, software, and facilities. Manages the training and efforts of a staff engaged in systems and network planning, analysis, and monitoring activities.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
CA-3-130	Data Communications Manager - Senior Staff	8	\$124.23	\$134.33
CA-4-131	Data Communications Manager - Principal	8	\$197.96	\$214.12

Database Analyst/Programmer

Position Description

Designs, implements and maintains complex databases. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design. Works at the highest level of all phases of database management.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
DB-2-157	Database Analyst/Programmer - Staff	8	\$105.04	\$113.12
DB-3-158	Database Analyst/Programmer - Senior Staff	8	\$119.18	\$128.27

Development Director

Position Description

Oversees multiple software development projects. Formulates system goals and objectives. Plans, schedules and manages software development projects. Establishes development standards. Defines development processes. Approves technology investments for third party code. Initiates feasibility assessments and prototype development. Manages the design and implementation of software systems to meet defined scopes and objectives. Provides guidance and training to less experienced managers.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
PM-3-143	Development Director - Senior Staff	8	\$175.74	\$189.88
PM-4-144	Development Director - Principal	8	\$215.13	\$232.30

Documentation Specialist

Position Description

Responsible for preparing and/or maintaining systems, programming and operations documentation, procedures and methods, including user reference manuals. Maintains a current internal documentation library. Provides or coordinates documentation services.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
IA-1-097	Documentation Specialist - Associate or Junior	8	\$67.67	\$72.72
IA-2-098	Documentation Specialist - Staff	8	\$79.79	\$85.85

Engineering Design

Position Description

The contractor shall be capable of preparing a conceptual design that meets the customer's requirements. This task may require on site visits to better understand system requirements, physical layouts, working conditions, power, heating, ventilation, and air conditioning requirements, and the need for site modifications. The customer will provide information such as existing user locations, network resources, GFE, facility support requirements, and other information identified in the order. Interviews shall be coordinated with the Government Point of Contact (POC) specified in the order. The contractor shall explain its recommendations in a Technical Report.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
EM-5-168	Engineering Design	8	\$83.83	\$90.90
EM-5-175	Engineering	8	\$92.92	\$99.99

Graphics Specialist

Position Description

Responsible for graphics design, operation and setup of computer graphic systems. Executes graphic projects and assists in coordination of all graphic production scheduling; coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget and to user's satisfaction. Interfaces with users to determine scope of project and best graphic medium. Works on complex projects independently and has thorough knowledge of graphics systems and graphics application packages including: desk top publishing, CAD, GIS, design packages, HTML, multimedia and other graphics applications. Trains other personnel in proper use of computer graphic equipment. Troubleshoots computer equipment problems and performs minor preventive maintenance.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
WA-1-099	Graphics Specialist - Associate or Junior	8	\$44.44	\$48.48
WA-2-100	Graphics Specialist - Staff	8	\$60.60	\$65.65

Hardware Engineer

Position Description

Provides functional and empirical analysis related to the design, development, and implementation of hardware for products including, but not limited to, the circuit design of components and development of structure specifications of a personal computer.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
TT-1-118	Hardware Engineer - Associate or Junior	8	89.89	96.96
TT-2-119	Hardware Engineer - Staff	8	116.15	125.24
TT-3-120	Hardware Engineer - Senior Staff	8	147.46	159.58
TT-4-121	Hardware Engineer - Principal	8	162.61	175.74

Information Assurance Network Specialist

Position Description

Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Supports the integration of information assurance solutions and technologies into networks with particular attention to protocols, interfaces, and system design. Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solutions. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Configures testbeds and conducts testing, records and analyzes results, and provides recommendations for improvements for the products/systems under test. Analyzes and defines security requirement for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Responsible for integration and implementation of the computer system security solutions. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security. Performs risk analyses of computer systems and applications during all phases of the system development life cycle. Applies principles, methods, and knowledge of security to specific areas task order requirements. Test developed systems at each point of entry for ease of unregulated entry; systems resources denial; system information corruption; unlawful use of system resources; vulnerability to electronic disruption.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
IA-2-159	Information Assurance Network Specialist - Staff	8	\$90.90	\$97.97
IA-3-160	Information Assurance Network Specialist - Senior Staff	8	\$104.03	\$112.11
IA-4-161	Information Assurance Network Specialist - Principal	8	\$117.16	\$126.25

Information Center/Help Desk Coordinator

Position Description

Responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation and follow-up steps. Requires experience and understanding of MIS environment. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor. Typically involves use of problem management database and help desk system. May provide guidance/training for less experienced personnel.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
HT-1-128	Information Center/Help Desk Coordinator - Associate or Junior	8	75.75	81.81
HT-2-129	Information Center/Help Desk Coordinator - Staff	8	94.94	103.02

Information Systems Administration and Planning Manager

Position Description

Coordinates the preparation, review and consolidation of client information systems, budgets, acquisitions and business plans. Ensures adherence to budgets and business plans through periodic review of financial reports and capital appropriation requests. Provides assistance for proposing, implementing and enforcing policies, standards and methodologies. Provides assistance for coordinating contract administration. Provides assistance for information systems security. Develops or oversees preparation of studies, reports, and acquisition documents.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
IA-2-087	Information Systems Administration and Planning Manager - Staff	8	\$92.92	\$99.99
IA-3-088	Information Systems Administration and Planning Manager - Senior Staff	8	\$107.06	\$115.14
IA-4-089	Information Systems Administration and Planning Manager - Principal	8	\$137.36	\$148.47

LAN Administrator

Position Description

Performs computer systems and local area network administration functions including: system administration, system performance tuning, user operation, computer network and system troubleshooting, software and hardware installation and configuration work with third and fourth generation computer languages and relational database management systems. Requires a high level of skill in computer systems and LAN administration with specific experience in Novell LAN environments using WINDOWS.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
NT-1-162	Lan Administrator - Associate or Junior	8	\$53.53	\$57.57
NT-2-163	Lan Administrator - Staff	8	\$68.68	\$73.73
NT-3-164	Lan Administrator - Senior Staff	8	\$110.09	\$119.18

LAN/WAN/MAN Integration

LAN/WAN/MAN Operations Support

Description:

Capable of managing LANs, MANs, or WANs. If so tasked, the scope of the task may include, but not be limited to, the following:

- *Management of the customer's intranets, extranets, Internet, E-business, telephony and any other associated networking systems, including the support necessary to develop, implement, and maintain such systems.*
- *Implementation and operation of appropriate security systems, including virus detection software and procedures to restart/recover from virus attacks.*
- *Web server support including web page development, updates, and maintenance.*
- *Management of preventive maintenance activities.*
- *Manage contractors' remedial emergency repairs when hardware malfunctions occur.*
- *Maintain the maintenance records on the equipment.*
- *Backup the tapes, disks, or whatever medium is used. Load system software at customer specified locations at least once every business day unless otherwise specified in the order. Maintain separate documentation until the system database information is on a backup medium.*
- *Develop operations, administrative, and quality assurance back-up plans and procedural documentation.*
- *Provide standby systems (perhaps at other locations) for backup support in the event of a prolonged outage.*

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
LI-5-170	LAN/WAN/MAN Operations Support	8	\$82.82	\$89.89
LI-5-172	LAN/WAN/MAN Integration	8	\$94.94	\$103.02

Quality Assurance Engineering

Position Description

Responsible for development of project Quality Assurance Plans and the implementation of procedures that conform to the requirements of the contract. Responsible for verifying that each functional component of the project follows a defined process that conforms with contractual requirements. Reports findings to project staff, line management, and the customer, as appropriate. Provides an independent assessment of how the project's development process is being implemented relative to the defined process and recommends methods to optimize the contractor's process.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
QS-5-173	Quality Assurance Engineering	8	\$84.84	\$91.91

Software Systems Engineer

Position Description

Formulates and defines specifications for operating system applications or modifies and maintains existing applications using engineering releases and utilities from the manufacturer. Responsible for program design, coding, testing, debugging and documentation. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications/communications networks, computer accounting and advanced mathematical/scientific software packages. Instructs, directs, and checks the work of other task personnel. Responsible for quality assurance review and the evaluation of existing and new software products.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
PA-2-106	Software Systems Engineer - Staff	8	\$111.10	\$120.19
PA-3-107	Software Systems Engineer - Senior Staff	8	\$137.36	\$148.47
PA-4-108	Software Systems Engineer - Principal	8	\$228.26	\$246.44

Specialized Electronic Input Operator

Position Description

Has full technical knowledge of data entry devices and specialized terminology/data. This data may encompass terminology related to environmental, legal, medical, etc. fields. May instruct, direct and check the work of other electronic input operators. Assists in scheduling data entry functions. Operates data entry devices in recording a variety of data; verifies data entered. Performs routine data preparation and distribution.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
CM-1-112	Specialized Electronic Input Operator - Associate	8	\$35.35	\$38.38
CM-2-113	Specialized Electronic Input Operator - Staff	8	\$53.53	\$57.57
CM-3-114	Specialized Electronic Input Operator - Senior Staff	8	\$72.72	\$78.78

Strategic Planner

Position Description

Responsible for strategic planning of large projects, or a significant segment of a strategic planning portion of a large complex project. Provides the overall approach to clarify mission statements so they can be used as springboards in envisioning their desired future. Organizes, directs, and coordinates strategic planning activities. Responsible for the strategic vision. Assists in developing mission and vision statements, subsequent goal delineation, provides guidance for building operational plans and specifying measurable outcomes to include capital outlay planning efforts in a consolidated strategic planning process and prioritizes those initiatives. Meets with appropriate Government management personnel, other contractor managers, and client agency representatives.

Formulates and reviews strategic plans, ensures continuity plans grow out of definitions of agencies' business functions and the processes required for achieving outcomes. Ensures agencies build on their strategic planning efforts of prior years, revisiting their mission, vision, and goals in light of the strategic plan, and changing opportunities. Must have excellent oral and written communication skills, with a demonstrated capability for dealing with all levels of management personnel, contractor managers, and client representatives.

Responsible for ensuring coordination between subordinates and Strategic Planning functions within the organization and between those planning functions and appropriate Government personnel. Takes appropriate action and coordinates policies and activities with appropriate Government personnel, as required.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
EM-1-090	Strategic Planner - Associate or Junior	8	\$154.53	\$166.65
EM-2-091	Strategic Planner - Staff	8	\$225.23	\$243.41
EM-3-092	Strategic Planner - Senior Staff	8	\$247.45	\$267.65

Subject Matter Expert

Position Description

Provides extremely high-level subject matter expertise for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems which require doctorate level knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, training and presentation phases. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order requirements. Provides advice on esoteric problems, which require extensive knowledge of the subject matter. Designs and prepares technical reports, studies, and related documentation, makes charts and graphs to record results, prepares and delivers presentations, training, and briefings as required by the task order.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
EM-2-103	Subject Matter Expert - Staff	8	\$84.84	\$91.91
EM-3-104	Subject Matter Expert - Senior Staff	8	\$111.10	\$120.19
EM-4-105	Subject Matter Expert - Principal	8	\$143.42	\$154.53

Systems Administrator

Position Description

Performs computer systems and local area network administration functions including: system performance tuning, user optimization troubleshooting, software and hardware installation and configuration, work with third and fourth generation computer languages and relational database management systems. Requires a high level of skill in LAN administration, system administration, system performance tuning, user optimization, and computer network and system computer systems analysis, along with a working knowledge of database theory with specific experience in SUN/Solaris operating systems in the UNIX environment.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
OM-1-165	Systems Administrator - Associate or Junior	8	\$53.53	\$57.57
OM-2-166	Systems Administrator - Staff	8	\$78.78	\$84.84
OM-3-167	Systems Administrator - Senior Staff	8	\$107.06	\$115.14

Systems Management Technologist

Position Description

Analyzes, develops, operates, and maintains software libraries and catalogs. Provides support and direction for user groups in the use of the software/hardware systems and programs to support an integrated system. Establishes and implements system policy, procedures and standards, and ensures their conformance with information systems goals and procedures. Ensures that security procedures are implemented and enforced. Provides logistics support and training in the effective use of automated systems and data communications.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
EM-1-101	Systems Management Technologist - Associate or Junior	8	\$92.92	\$99.99
EM-2-102	Systems Management Technologist - Staff	8	\$110.09	\$119.18

Task Administrative Assistant

Position Description

Responsible for developing, drafting, writing and editing reports, briefs, proposals, and other documents in support of a client's requirements. Interfaces with personnel to coordinate meetings, maintain logs, records and files, and provides end-user support.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
HT-1-093	Task Administrative Assistant - Associate or Junior	8	\$35.35	\$38.38
HT-2-094	Task Administrative Assistant - Staff	8	\$51.51	\$55.55

Task Service Support Specialist

Position Description

Responsible for a wide range of operational support tasks that may include routine office equipment installation, operations and maintenance; obtaining and stocking supplies; recording and transcribing of data; collecting, organizing forms or other documents.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
HT-1-095	Task Service Support Specialist - Associate or Jun	8	\$30.30	\$32.32
HT-2-096	Task Service Support Specialist - Staff	8	\$47.47	\$51.51

Telecommunications Auditor

Position Description

Analyses invoices for telecommunications services and identifies discrepancies. Familiar with dozens of invoice formats, experienced in common discrepancy types. Skilled in using automated auditing systems and/or creating audit queries in one or more database querying applications (MSAccess, SQL, Oracle). Familiar with financial reporting requirements, accrual requirements, and telecommunications principals. Applies knowledge of telecommunications network elements, and FCC-mandated charge structures. Communicates discrepancies to customers and carriers. Tracks discrepancy resolutions and compiles metrics on error frequencies and resolution recovery.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
CA-2-147	Telecommunications Auditor - Staff	8	\$137.36	\$148.47
CA-3-148	Telecommunications Auditor - Senior Staff	8	\$163.62	\$176.75

Telecommunications Consultant

Position Description

Telecommunications analyst with experience in several of the following areas: cost management, bill verification, network operations, billing systems, network optimization, revenue assurance, process reengineering, network changeover, network protocols, etc. Provides technical knowledge and skill in using specialized applications in the areas specified in the order. Experienced in the operational environment and using high-level functional systems analysis, design, integration, documentation, and implementation methodologies on complex problems requiring in-depth knowledge of the subject matter for effective implementation. Designs and prepares technical reports, data bases, studies, and related documentation, makes charts and graphs to record results. Prepares and delivers presentations and briefings as required by the order. Is skilled in preparing technical reports and providing other services required by the order.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
EM-3-145	Telecommunications Consultant - Senior Staff	8	\$163.62	\$176.75
EM-4-146	Telecommunications Consultant - Principal	8	\$202.00	\$218.16

Telecommunications Network/Information Center Help Desk Supervisor

Position Description

Supervises the help desk staff in the activities associated with the identification, prioritization and resolution of network problems. Refers problems to vendor or in-house staff for resolution as required; tracks and monitors response/resolution time; verifies user acceptance. May coordinate with billing staff to assure accuracy of charges from vendors/carriers. Requires a strong understanding of the technical aspects of voice and/or data communications and LAN/WAN telecommunications/communications including switching equipment, vendors, networking, network components, user training, installation and customer service.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
NT-2-126	Telecommunications Network/Information Center Help Desk Supervisor -- Staff	8	\$104.03	\$112.11
NT-3-127	Telecommunications Network/Information Center Help Desk Supervisor -- Senior Staff	8	\$131.30	\$141.40

Voice Communication Manager

Position Description

Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation and support of voice communications systems. Provides coordination in the analysis, acquisition and installation of remote hardware and software. Interfaces with internal/external customers and vendors to determine system needs. Manages the training and efforts of a staff responsible for system and network planning and analysis activities. May include billing/chargeback responsibilities.

CONUS Prices, per hour

ID Number	Position	YR	Gov't Site	Contractor Site
CA-2-132	Voice Communication Manager - Staff	8	\$97.97	\$106.05
CA-3-133	Voice Communication Manager - Senior Staff	8	\$124.23	\$134.33
CA-4-134	Voice Communication Manager - Principal	8	\$163.62	\$176.75