

**Note: The included education and experience columns are to be used as guides, not requirements. The Contractor should try and match the education and/or experience recommendations as closely as possible; however, the Contractor may use additional or specialized experience in lieu of the recommended education level for high performing employees or exceptional employment candidates. The Contractor shall discuss these types of actions with the COR prior to promoting or hiring into a given position.**

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
Accounting Clerk 1	High School	0	Entry-level financial management assistance. This position is responsible for performing one or more routine accounting clerical operations such as: examining, verifying, and correcting various accounting documents to ensure completeness and accuracy of data in accordance to accounting procedures. Specific tasks/duties are assigned under a adequate supervision. Entry-level reconciliation and posting will be assigned under detailed guidance. In most instances, an employee in this position will rely on the supervisors' instructions. Completed work will be reviewed for accuracy and compliance with procedures. Duties include but are not limited to: processing travel vouchers, accounts payable, accounts receivable, payroll, reconciling cash transactions, maintaining files, and generating reports.
Accounting Clerk 2	High School	4	Mid-level financial management assistance. Uses knowledge of bookkeeping in performing one or more of the following: posting actions to journals, identifying subsidiary accounts affected, making debit and credit entries, and assigning proper codes. The Accounting Clerk II may review computer printouts, detect and correct erroneous postings, and prepare documents to adjust accounting classifications and other data, or review lists of transactions rejected by an automated system. In this instance, the Accounting Clerk II will determine reasons for rejections, and prepare necessary correcting material. On routine assignments, an employee will select and apply established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used, are reviewed for technical accuracy. Duties include but are not limited to: processing travel vouchers, accounts payable, accounts receivable, payroll, reconciling cash transactions, maintaining files, and generating reports.
Accounting Clerk 3	High School	8	Senior-level financial management assistance. The Accounting Clerk III maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include reviewing invoices and statements verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit determining accounts involved. The review will

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			include coding transactions, and processing material through data processing for application in the accounting system; analysis and reconciliation of computer printouts with operating unit reports (contacting units, researching causes of discrepancies, and taking action to ensure that accounts balance). Supervisor provides suggestions for handling unusual or non-recurring transactions. Conformance with requirements and technical soundness of completed work are reviewed by the supervisor or are controlled by mechanisms built into the accounting processes. Duties include but are not limited to: processing travel vouchers, accounts payable, accounts receivable, payroll, reconciling cash transactions, maintaining files, and generating reports.
Administrative Assistant	High School	10	In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.
Computer Operator 1	High School	0	Entry-level computer technical assistance. Uses detailed written or oral guidance to resolve common operating problems. Support includes but is not limited to assistance in: Assistance in IT software development lifecycle, assistance in application systems maintenance, website operations and IT security monitoring. Maintains files and records, and generates reports.
Computer Operator 2	High School	4	Mid-level computer technical assistance. Processes scheduled routines which present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions and user problems, applies standard operating or corrective procedures. Support includes but is not limited to assistance in: Assistance in IT software development lifecycle, assistance in application systems maintenance, website operations and IT security monitoring. Maintains files and records, and generates reports.

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Computer Operator 3	High School	8	Senior-level computer technical assistance. Processes a range of scheduled routines. In addition to operating the system and resolving common error conditions and user problems, diagnoses and acts on error conditions not fully covered by existing procedures and may deviate from standard procedures if standard procedures do not provide a solution. Support includes but is not limited to assistance in: Assistance in IT software development lifecycle, assistance in application systems maintenance, website operations and IT security monitoring. Maintains files and records, and generates reports.
Computer Operator 4	High School	12	Expert-level computer technical assistance. Adapts to a variety of nonstandard problems which require extensive operator intervention. In response to computer output instructions or error conditions, chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution; then refers problems. Support includes but is not limited to assistance in: Assistance in IT software development lifecycle, assistance in application systems maintenance, website operations and IT security monitoring. Maintains files and records, and generates reports.
Configuration Management Specialist 1	Bachelor	0	Entry-level configuration management support. Applies fundamental concepts, processes, practices and procedures on technical assignments. Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.
Configuration Management Specialist 2	Bachelor	4	Mid-level configuration management support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

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Configuration Management Specialist 3	Bachelor	8	Senior-level configuration management support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.
Configuration Management Specialist 4	Bachelor	12	Expert-level configuration management support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.
Customer Specialist 1	Bachelor	0	Entry-level knowledge and experience in customer support practices and principles. Applies fundamental concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: resolving customer inquiries and problems, drafting and reviewing communications and web content, interfacing with functional area customers, analyzing trends, maintaining files and generating reports.
Customer Specialist 2	Bachelor	4	Mid-level knowledge and experience in customer support practices and principles. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: resolving complex customer inquiries and problems, developing communications and web content, interfacing with functional area customers, analyzing trends and recommending actions, maintaining files and generating reports.
Customer Specialist 3	Bachelor	8	Senior-level knowledge and experience in customer support practices and principles. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: resolving very complex customer inquiries and problems, developing communications and web content, interfacing with functional area customers, analyzing trends and recommending and implementing actions, maintaining files and generating reports.

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
Customer Specialist 4	Bachelor	12	Expert-level knowledge and experience in customer support practices and principles. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: resolving very complex customer inquiries and problems, developing communications and web content, interfacing with functional area customers, analyzing trends and recommending and implementing actions, maintaining files and generating reports.
Database Specialist 1	Bachelor	0	Entry-level database administration and programmer support. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to scripting languages, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.
Database Specialist 2	Bachelor	4	Mid-level database administration and programmer support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to scripting languages, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies,

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Database Specialist 4	Bachelor	12	Expert-level database administration and programmer support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to scripting languages, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL).

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			Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.
Enterprise Architect 1	Bachelor	0	Entry-level enterprise architecture support. Applies fundamental concepts, processes, practices and procedures on technical assignments. Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.
Enterprise Architect 2	Bachelor	4	Mid-level enterprise architecture support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.
Enterprise Architect 3	Bachelor	8	Senior-level enterprise architecture support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.

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Enterprise Architect 4	Bachelor	12	Expert-level enterprise architecture support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.
Financial Specialist 1	High School	0	Entry-level knowledge and experience in financial management and accounting practices and principles. Applies fundamental concepts, processes, practices and procedures on technical assignments. Applies basic skills in using the systems that support financial management services to perform routine operations. Services supported include but are not limited to: accounts payable, accounts receivable, payroll, fund balance with Treasury, and travel. Maintains files and records and generates reports.
Financial Specialist 2	High School	4	Mid-level knowledge and experience in financial management and accounting practices and principles. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Skilled in using the systems that support financial management services to perform more complex operations. Services supported include but are not limited to: accounts payable, accounts receivable, payroll, fund balance with Treasury, and travel. Maintains files and records and generates reports.
Financial Specialist 3	High School	8	Senior-level knowledge and experience in financial management and accounting practices and principles. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Highly skilled in using the systems that support financial management services. Services supported include but are not limited to: accounts payable, accounts receivable, payroll, fund balance with Treasury, and travel. Maintains files and records and generates reports.



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Financial Specialist 4	High School	12	Expert-level knowledge and experience in financial management and accounting practices and principles. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Expert skills in using the systems that support financial management services. Services supported include but are not limited to: accounts payable, accounts receivable, payroll, fund balance with Treasury, and travel. Maintains files and records and generates reports.
Functional Manager	Bachelor	10 to 12	Broad range of knowledge and experience in a particular line of business that provides multiple services. Lines of business examples include Finance, Human Resources, Procurement, Information Technology and Contact Center/Helpdesk Operations. Skilled in continuous improvement methodologies; adept at change management; excellent leadership and personnel management skills; and well versed in performance measurement and tracking. Responsible for the technical performance and management of all of the services supported under a specific line of business.
Functional Subject Matter Expert 1	Bachelor Associate	10 15	Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order requirements. Serves as senior resource with experience in supporting projects related to individual subject matter expertise in functional domains such as finance, personnel, acquisition, etc.
Functional Subject Matter Expert 2	Bachelor Associate	15 20	Provides advanced technical knowledge and analysis of highly specialized operational environments. Prepares program management and technical analyses, reviews and assesses technical data drawn from multiple comprehensive data sources.
Graphics Design Specialist 1	Bachelor	0	Entry-level knowledge and experience in graphics design practices and principles. Applies fundamental concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: development of information material such as flyers, posters, fact sheets, brochures, newsletters, and other promotional or information type materials. Basic skills in the use of computer applications used to provide graphics design services.
Graphics Design Specialist 2	Bachelor	4	Mid-level knowledge and experience in graphics design practices and principles. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: development of information material such as flyers, posters, fact sheets, brochures, newsletters, and other promotional or information type materials. Skilled in the use of computer applications used to provide graphics design services.

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Graphics Design Specialist 3	Bachelor	8	Senior-level knowledge and experience in graphics design practices and principles. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: development of information material such as flyers, posters, fact sheets, brochures, newsletters, and other promotional or information type materials. Highly skilled in the use of computer applications used to provide graphics design services.
Graphics Design Specialist 4	Bachelor	12	Expert-level knowledge and experience in graphics design practices and principles. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: development of information material such as flyers, posters, fact sheets, brochures, newsletters, and other promotional or information type materials. Expert skills in the use of computer applications used to provide graphics design services.
HRIS Specialist 1	BA/BS	0	Perform routine professional level work in completing various Human Resources related activities and tasks. Researches, analyzes, designs, troubleshoots and maintains systems and processes in support of Human Resources department and departmental projects. Continually monitors Human Resources systems information needs. Duties include: Supports review, testing and implementation of system upgrades or patches, collaborates with IT team members to coordinate applications and documents process and results, collect and compile data, write and generate a variety of reports reflecting key HR-related metrics and analytics, document internal processes and audit procedures to ensure data integrity of systems, handle customer inquiries in conjunction with the NASA Learning Management System, identify opportunities for improving the effectiveness of processes, systems, and reports, assist department team members with technical issues related to the use of HRIS system.
HRIS Specialist 2	BA/BS	4	Knowledge and responsibilities required at this level include those identified in Level I. This will include a high degree of independence in completing work assignments and making decisions concerning various human resources management activities. Maintains a high level of technical competence and serves as a resource for complex projects or system issues. Relies on experience and judgment to plan and accomplish goals within established timelines. Supervisory responsibilities will not normally be assigned at this level, but there may be some responsibility for providing training or guidance to lower-level staff.

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HRIS Specialist 3	BA/BS	8	<p>Knowledge and responsibilities required at this level consist of those identified in Level II plus demonstrated ability to perform highly independent work. At this level employees perform advanced level human resources management work in administering various personnel programs or activities. Duties include providing assistance in the supervision and training of other human resources management specialists as a lead worker or project leader, or other comparable responsibilities for coordinating and completing required activities.</p> <p>Responsibilities include ability to utilize Visual Basic and other scripting tools, strong competency in manipulating data from disparate systems, ability to identify process improvement candidates and lead teams in order to develop and implement solutions.</p>
HRIS Specialist 4	BA/BS	12	<p>Knowledge and responsibilities required at this level consist of those identified in Level 3. Provide ongoing system support of applications used in the HR function. This person will be an integral part of developing an emerging function within HR Division. Partner with internal customers to analyze work process design and flow, improve processes and leverage the return on technological capabilities. Responsibilities include serve as a technical expert for HRIS helping to drive long term strategic direction, design requirements, features, functionality and progressive enhancements, provide technical expertise in the field of HRIS and reporting tools including the development of business intelligence reports and dashboards for HR and other functions, serve as liaison between Human Resources, and IT department as well as external technical support vendor teams to provide systems support.</p>
Human Resource Specialist 1	High School	4	<p>Entry-level knowledge and experience in human resources practices and principles. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Basic skills in using the systems that support human resources services. Areas of support include but are not limited to: Staffing, Classification, employee development and training, personnel programs, benefits processing, personnel actions, HR information systems, payroll processing and training purchases. Specialized experience directly related to the functional area is required.</p>

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Human Resource Specialist 2	High School	6	Mid-level knowledge and experience in human resources practices and principles. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Skilled in using the systems that support human resources services. Areas of support include but are not limited to: Staffing, Classification, employee development and training, personnel programs, benefits processing, personnel actions, payroll processing and training purchases. Specialized experience directly related to the functional area is required.
Human Resource Specialist 3	High School	8	Senior-level knowledge and experience in human resources practices and principles. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Highly skilled in using the systems that support human resources services. Areas of support include but are not limited to: Staffing, Classification employee development and training, personnel programs, benefits processing, personnel actions, HR information systems, payroll processing and training purchases. Specialized experience directly related to the functional area is required.
Human Resource Specialist 4	High School	12	Expert-level knowledge and experience in human resources practices and principles. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Expert skills in using the systems that support human resources services. Areas of support include but are not limited to: Staffing, Classification employee development and training, personnel programs, benefits processing, personnel actions, HR information systems, payroll processing and training purchases. Specialized experience directly related to the functional area is required.
Information Assurance/Security Specialist 1	Bachelor	0	Entry-level information assurance/security support. Applies fundamental concepts, processes, practices and procedures on technical assignments. Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and 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. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security

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			<p>features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Performs all procedures necessary to ensure the safety of information systems data assets and to protect systems from intentional or inadvertent access or destruction. Ensures that all information systems are functional and secure.</p>
Information Assurance/Security Specialist 2	Bachelor	4	<p>Mid-level information assurance/security support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and 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. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Performs all procedures necessary to ensure the safety of information systems data assets and to protect systems from intentional or inadvertent access or destruction. Ensures that all information systems are functional and secure.</p>

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Information Assurance/Security Specialist 3	Bachelor	8	Senior-level information assurance/security support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and 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. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Performs all procedures necessary to ensure the safety of information systems data assets and to protect systems from intentional or inadvertent access or destruction. Ensures that all information systems are functional and secure.
Information Assurance/Security Specialist 4	Bachelor	12	Expert-level information assurance/security support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and 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. Applies know-how to government and

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			commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Performs all procedures necessary to ensure the safety of information systems data assets and to protect systems from intentional or inadvertent access or destruction. Ensures that all information systems are functional and secure. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management.
Personnel Assistant 1	High School	0	Entry-level human resources assistance. This position performs a variety of tasks including, but not limited to, clerical and secretarial duties. The work is under general supervision of higher-level personnel in preparation of various human resource tasks throughout compensation, benefits, staffing/employment, EEO procedures and policy administration. The Personnel Assistant I is expected to exercise discretion at all times; limited judgment may be necessary at times. Assistant will be required to operate general office equipment, software programs and HR systems. Support includes but is not limited to assistance in: employee development and training, personnel programs, benefits processing, personnel actions, HR information systems, payroll processing and training purchases.
Personnel Assistant 2	High School	4	Mid-level human resources assistance. This position serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals. In this position, one may perform tasks beyond routine clerical such as: pre-employment drug screening and new hire orientation, responding to routine questions on policy and procedures, and/or provide reports on employee turnover or time and attendance. This assistant may be asked to evaluate and consolidate information from various sources under short deadlines, such

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			as internal or external survey information, reporting on employment statistics (retention, equal opportunity reporting, etc.). The Personnel Assistant II may provide guidance to lower-level Personnel Assistants. This level requires extensive knowledge of various software packages and systems. Guidance is provided as needed. Completed written work receives close technical review from higher-level personnel office employees. Work may be checked occasionally. Support includes but is not limited to assistance in: employee development and training, personnel programs, benefits processing, personnel actions, HR information systems, payroll processing and training purchases.
Personnel Assistant 3	High School	8	Senior-level human resources assistance. Serves as a clerical expert in independently processing the most complicated types of personnel actions, providing information when it is necessary to consolidate data from a number of sources, resolves conflicts in computer listings or other sources of employee information, locates lost documents or reconstructs information using a number of sources. Support includes but is not limited to assistance in employee development and training, personnel programs, benefits processing, personnel actions, HR information systems, payroll processing and training purchases.
Procurement Assistant 1	High School	0	Entry-level procurement assistance. Performs routine tasks which require knowledge of procurement procedures and rules, such as: creating and maintaining procurement files, generating basic procurement documents, utilizing procurement systems, data entry and reporting. Support includes but is not limited to assistance in: procurement and administrative services, agency contracting, purchase card, training purchases, grants and agreements and the SBIR/STTR programs.
Procurement Assistant 2	High School	4	Mid-level procurement assistance. Performs tasks which require knowledge and experience in procurement procedures and rules, such as: creating and maintaining procurement files, generating procurement documents, utilizing procurement systems, data entry and reporting. Support includes but is not limited to assistance in: procurement and administrative services, agency contracting, purchase card, training purchases, grants and agreements and the SBIR/STTR programs.



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Procurement Assistant 3	High School	8	Senior-level procurement assistance. Performs tasks which require detailed knowledge and experience in procurement procedures and rules, such as: creating and maintaining procurement files, generating more complex procurement documents, utilizing procurement systems, data entry, analysis and reporting. Support includes but is not limited to assistance in: procurement and administrative services, agency contracting, purchase card, training purchases, grants and agreements and the SBIR/STTR programs.
Procurement Specialist 1	High School	0	Entry-level knowledge and experience in procurement practices and principles such as: soliciting, evaluating, negotiating and preparing contracts for award; administering contracts; and analyzing and evaluating cost and price proposals. Applies fundamental concepts, processes, practices and procedures on technical assignments. Basic skills in using the systems that support procurement services. Specialist support includes but is not limited to: procurement and administrative services, agency contracting, purchase card, training purchases, grants and agreements and the SBIR/STTR programs.
Procurement Specialist 2	Associate	4	Mid-level knowledge and experience in procurement practices and principles such as: soliciting, evaluating, negotiating and preparing contracts for award; administering contracts; and analyzing and evaluating cost and price proposals. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Skilled in using the systems that support procurement services. Specialist support includes but is not limited to: procurement and administrative services, agency contracting, purchase card, training purchases, grants and agreements and the SBIR/STTR programs.
Procurement Specialist 3	Bachelor	8	Senior-level knowledge and experience in procurement practices and principles such as: soliciting, evaluating, negotiating and preparing contracts for award; administering contracts; and analyzing and evaluating cost and price proposals. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Highly skilled in using the systems that support procurement services. Specialist support includes but is not limited to: procurement and administrative services, agency contracting, purchase card, training purchases, grants and agreements and the SBIR/STTR programs.

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
Procurement Specialist 4	Bachelor	12	Expert-level knowledge and experience in procurement practices and principles such as: soliciting, evaluating, negotiating and preparing contracts for a ward; administering contracts; and analyzing and evaluating cost and price proposals. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Expert skills in using the systems that support procurement services. Specialist support includes but is not limited to: procurement and administrative services, agency contracting, purchase card, training purchases, grants and agreements and the SBIR/STTR programs.
Program Manager	Bachelor	15	Extensive experience managing large, complex programs that involve multiple lines of business with a variety of services; a large, diverse workforce; and performance requirements directly tied to metrics. Highly skilled in customer and stakeholder relations; excellent knowledge of contract and subcontract management principles; and a wide range of experience controlling and reducing costs. Responsible for overall program management and contract performance which includes management of all employees, financials, contract/subcontracts, schedules, performance, risks and quality.
Project Scheduler 1	Associate/High School	0 Vocational training or 4 years of work experience	Entry-level knowledge of project management methodology including project planning. Basic skills in using various software applications, including Microsoft Project. Familiar with the concepts and practices that support knowledge of project goals, drivers, strategies, risks and opportunities.
Project Scheduler 2	Associate/High School	4 Vocational training or 8 years of work experience	Mid-level knowledge of project management methodology including project planning. Skilled in using various software applications, including Microsoft Project. Adept at using concepts and practices that support knowledge of project goals, drivers, strategies, risks and opportunities.
Project Scheduler 3	Bachelor	8	Senior-level knowledge of project management methodology including project planning. Highly skilled in using various software applications, including Microsoft Project. Very Adept at using concepts and practices that support knowledge of project goals, drivers, strategies, risks and opportunities.

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
Property Management Specialist 1	Bachelor	0	Entry-level knowledge and experience in property, plant and equipment (PP&E) management practices and principles. Applies fundamental concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of property, assigning property numbers, entering and tracking property information into appropriate systems, tagging property, facility management support and generating reports.
Property Management Specialist 2	Bachelor	4	Mid-level knowledge and experience in property, plant and equipment (PP&E) management practices and principles. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of property, assigning property numbers, entering and tracking property information into appropriate systems, tagging property, facility management support, providing property management training, and generating reports.
Property Management Specialist 3	Bachelor	8	Senior-level knowledge and experience in property, plant and equipment (PP&E) management practices and principles. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of property, assigning property numbers, entering and tracking property information into appropriate systems, tagging property, facility management support, providing property management training, and generating reports.
Property Management Specialist 4	Bachelor	12	Expert-level knowledge and experience in property, plant and equipment (PP&E) management practices and principles. Applies knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of property, assigning property numbers, entering and tracking property information into appropriate systems, tagging property, facility management support, providing property management training, and generating reports.
Quality Assurance Specialist 1	Bachelor Associate/High School	0 Vocational training or 4	Entry-level knowledge of quality management and assurance practices and principles. Applies fundamental concepts, processes, practices and procedures on technical assignments. Familiar with the concepts and practices that support survey administration and analysis, data collection and analysis, performance measurement, and routine reporting. Basic skills in using various software applications used in support of a quality management program.

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
		years of work experience	
Quality Assurance Specialist 2	Bachelor  Associate/High School	4  Vocational training or 8 years of work experience	Mid-level knowledge and experience implementing quality management and assurance practices and principles. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Skilled in applying concepts and practices that support survey administration and analysis, data collection and analysis, performance measurement, and reporting. Adept at using various software applications used in support of a quality management program.
Quality Assurance Specialist 3	Bachelor	8	Senior-level knowledge and experience implementing quality management and assurance practices and principles. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Highly skilled in applying concepts and practices that support survey administration and analysis, data collection and analysis, performance measurement, reporting and providing recommendations for performance improvement. Very adept at using various software applications used in support of a quality management program.
Quality Assurance Specialist 4	Bachelor	12	Expert knowledge and experience implementing quality management and assurance practices and principles. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Expertise in applying concepts and practices that support survey administration and analysis, data collection and analysis, performance measurement, reporting, and providing recommendations for performance improvement. Highly skilled in using various software applications used in support of a quality management program.
Records Management Specialist 1	Bachelor	0	Entry-level knowledge and experience in records management practices and principles. Applies fundamental concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of records, assigning appropriate records numbers, maintaining records files and databases, participating in records audits, using electronic systems associated with records management, and generating reports.

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
Records Management Specialist 2	Bachelor	4	Mid-level knowledge and experience in records management practices and principles. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of records, assigning appropriate records numbers, maintaining records files and databases, participating in records audits, providing records management training, using electronic systems associated with records management and generating reports.
Records Management Specialist 3	Bachelor	8	Senior-level knowledge and experience in records management practices and principles. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of records, assigning appropriate records numbers, maintaining records files and databases, participating in records audits, providing records management training, using electronic systems associated with records management and generating reports.
Records Management Specialist 4	Bachelor	12	Expert-level knowledge and experience in records management practices and principles. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of records, assigning appropriate records numbers, maintaining records files and databases, participating in records audits, providing records management training, using electronic systems associated with records management and generating reports.
Secretary 1	High School	0	Entry-level administrative support. Carries out recurring office procedures independently and selects the guideline or reference that fits the specific case. The supervisor provides specific instructions on new assignments and checks completed work for accuracy. Duties include or are comparable to the following: Respond to routine telephone requests that have standard answers; refer calls and visitors to appropriate staff; control mail and assure timely staff response; send form letters; as instructed, maintain supervisor's calendar, make appointments, and arrange for meeting rooms; review materials prepared for supervisor's approval for typographical accuracy and proper format; maintain recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans; requisition supplies, printing, maintenance or other services; type and, create and maintain office files. Selects the guideline or reference which fits the specific case.

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
			Supervisor provides specific instructions on new assignments and checks completed work for accuracy.
Secretary 2	High School	4	Mid-level administrative support. Handles differing situations, problems, and deviations in the work of the office according to the supervisor's general instructions, priorities, duties, policies, and program goals. Supervisor may assist secretary with special assignments. Duties include or are comparable to the following: Screen telephone calls, visitors, and incoming correspondence; personally respond to requests for information concerning office procedures; determine which requests should be handled by the supervisor, appropriate staff member or other offices, prepare and sign routine non-technical correspondence in own or supervisor's name; schedule tentative appointments without prior clearance; make arrangements for conferences and meetings and assemble established background materials as directed; may attend meetings and record and report on the proceedings; review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assure that proper clearances have been obtained, when needed; collect information from the files or staff for routine inquiries on office program(s) or periodic reports, and refer non-routine requests to supervisor or staff; explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
Secretary 3	High School	8	<p>Senior level administrative support. Uses greater judgment and initiative to determine the approach or action to take in non-routine situations, interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Duties include or are comparable to the following:</p> <p>Based on knowledge of the supervisor's views, compose correspondence on own initiative about administrative matters and general office policies for supervisor's approval; anticipate and prepare materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered; read publications, regulations, and directives and take action or refer those that are important to the supervisor and staff; prepare special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions; advise secretaries in subordinate offices on new procedures; request information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc., and shifts clerical staff to accommodate workload needs.</p>
Service Delivery Manager	Bachelor	12 to 15	<p>Broad range of knowledge and experience in multiple, diverse service areas; highly skilled in continuous improvement methodologies; very adept at change management; excellent leadership and personnel management skills; and extremely well versed in performance measurement and tracking. Responsible for the technical performance and management of all of the services supported under the contract.</p>
Software Developer 1	Bachelor	0	<p>Entry-level software development support. Applies fundamental concepts, processes, practices and procedures on technical assignments. Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Participates in development of software user manuals.</p>

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
Software Developer 2	Bachelor	4	Mid-level software development support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals.
Software Developer 3	Bachelor	8	Senior-level software development support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals.
Software Developer 4	Bachelor	12	Expert-level software development support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software.



Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
			Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals.
Subject Matter Expert 1	Bachelor	16	Applies specialized knowledge of primary technical or business discipline. Requires knowledge of a technical or business field and knowledge of his/her specialty. Provides technical expertise and guidance in the given area of expertise.
	Associates	20	
Subject Matter Expert 2	Bachelor	20	Applies specialized knowledge of primary technical or business discipline. Requires broad knowledge of two technical or business fields and extensive knowledge of his/her specialty. Technology expert on delivering technological requirements and solving problems within IT or business environments which includes, but is not limited to Compute, Storage, Data Services, Network, Resource Management, Information Assurance, Tool and Application development, and Government business models for finance, procurement and human resources. Provides technical expertise and guidance in the given area of expertise.
	Associates	25	
Subject Matter Expert 3	Masters	18	Applies specialized knowledge of primary technical or business discipline. Requires broad knowledge of several technical or business fields and extensive knowledge of his/her specialty. Technology expert on delivering technological or business requirements and solving problems within medium to large IT or business environments, which includes, but is not limited to Compute, Storage, Data Services, Network, Resource Management, Information Assurance, Tool and Application development, and Government business models for finance, procurement and human resources. Provides technical expertise, guidance, and leadership in the given area of expertise
	Bachelor	23	
Subject Matter Expert 4	Masters	20	Applies specialized knowledge of primary technical or business discipline. Requires broad knowledge of several technical or business fields and extensive knowledge of his/her specialty. Technology expert on delivering technological or business requirements and solving problems within large and complex IT or business environments, which includes, but is not limited to Compute, Storage, Data Services, Network, Resource Management, Information Assurance, Tool and Application
	Bachelor	24	

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
			development, and Government business models for finance, procurement and human resources. Provides technical expertise, guidance, and leadership in the given area of expertise.
Supervisor	Bachelor	8 - 10	Excellent range of knowledge in one or more service areas within a line of business. Lines of business examples include Finance, Human Resources, Procurement, Information Technology and Contact Center/Helpdesk Operations. Knowledge of continuous improvement methodologies; adept at change management; excellent supervision and personnel management skills; and trained in performance measurement and tracking. Responsible for technical performance and the supervision of a group of personnel in one or more services areas.
Systems Administrator I	Bachelor	0	Entry-level systems administration support. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including virtual, cloud, as well as web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
Systems Administrator 2	Bachelor	4	Mid-level systems administration support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Performs work that requires advanced practical experience and training. Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including virtual, cloud, as well as web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.
Systems Administrator 3	Bachelor	8	Senior-level systems administration support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Performs work that requires comprehensive practical experience and training. Responsible for installing, configuring, and maintaining operating system workstations and servers, including virtual, cloud, as well as web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
			a comprehensive operating system hardware and software configuration database/library of all supporting documentation.
Systems Administrator 4	Bachelor	12	Expert-level systems administration support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Performs work that requires expert practical experience and training. Responsible for installing, configuring, and maintaining operating system workstations and servers, including virtual, cloud, as well as web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.
Systems Engineer 1	Bachelor	0	Entry-level systems engineering support. Applies fundamental concepts, processes, practices and procedures on technical assignments. Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs overall system level testing.

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
Systems Engineer 2	Bachelor	4	Mid-level systems engineering support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs overall system level testing.
Systems Engineer 3	Bachelor	8	Senior-level systems engineering support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs overall system level testing.
Systems Engineer 4	Bachelor	12	Expert-level systems engineering support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs overall system level testing.
Test Engineer 1	Bachelor	0	Entry-level test engineering support. Applies fundamental concepts, processes, practices and procedures on technical assignments. Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
Test Engineer 2	Bachelor	4	Mid-level test engineering support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
Test Engineer 3	Bachelor	8	Senior-level test engineering support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
Test Engineer 4	Bachelor	12	Expert-level test engineering support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
			software/hardware development with emphasis on a analysis of user requirements, test design and test tools selection.
Training Specialist 1	Bachelor	0	Entry-level knowledge of training delivery methodologies, course material development and training records management. Applies fundamental concepts, processes, practices and procedures on technical assignments. Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.
Training Specialist 2	Bachelor	4	Mid-level knowledge and experience in training delivery methodologies, course material development and training records management. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.
Training Specialist 3	Bachelor	8	Senior-level knowledge and experience in training delivery methodologies, course material development and training records management. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to

Labor Category	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
			training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.
Training Specialist 4	Bachelor	12	Expert-level knowledge and experience in training delivery methodologies, course material development and training records management. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.



**Service Contract Act Non-exempt Category Mapping and Government Grade Equivalents**

<b>NSSC Non-exempt Labor Category Titles</b>	<b>SCA Non-exempt Mapping Category Titles</b>	<b>Government Grade Equivalents</b>
Accounting Clerk 1	Accounting Clerk 1	GS-3
Accounting Clerk 2	Accounting Clerk 2	GS-4
Accounting Clerk 3	Accounting Clerk 3	GS-5
Administrative Assistant	Administrative Assistant	GS-7
Computer Operator 1	Computer Operator 1	GS-4
Computer Operator 2	Computer Operator 2	GS-5
Computer Operator 3	Computer Operator 3	GS-6
Computer Operator 4	Computer Operator 4	GS-7
Personnel Assistant 1	Personnel Assistant 1	GS-4
Personnel Assistant 2	Personnel Assistant 2	GS-5
Personnel Assistant 3	Personnel Assistant 3	GS-6
Procurement Assistant 1	Personnel Assistant 1	GS-4
Procurement Assistant 2	Personnel Assistant 2	GS-5
Procurement Assistant 3	Personnel Assistant 3	GS-6
Secretary 1	Secretary 1	GS-4
Secretary 2	Secretary 2	GS-5
Secretary 3	Secretary 3	GS-6

**Information obtained from the Service Contract Act Directory of Occupations (5<sup>th</sup> Edition)**