



**IT Broadcasting (ITB) Staff Augmentation Labor Categories**

**On-Site Installation-Install Tech. Sr.** **ITB-SVC-33355**  
On-Site Installation by ITB Senior Installation Technician. On-site installation of CPU's, printer and/or external devices. System units and monitors are unpacked, setup and tested at the end users' facility. Printers and peripheral devices are unpacked connected to CPU and tested for operation.

**On-Site Installation-Install Network Eng. Sr.** **ITB-SVC-33345**  
On-Site LAN Technical Support by ITB Network Engineer, Sr. Any service order that requires a LAN Sr. Network Engineer to come to the client site. This includes configuring server drives, diagnosing, advising, repairing network (not hardware) problems, fault isolation, failure recovery, and LAN configuration. LAN configuration includes modifying directory structure, optimizing network parameters and modifying menus.

**LAN Administration** **ITB-SVC-33360**  
All tasks of LAN Administration performed at customer site. These tasks include, but are not limited to: user account management, OS performance analysis, e-mail account management, backup/restoration of server and user files, maintain LAN equipment for availability, updating of applications and operating systems software, LAN configuration and upgrade recommendations and LAN problem resolution.

**Network Management by Sr. Network Engineer** **ITB-LAN-MGT-33722**  
Network Management by Sr. Network Engineer All tasks of Network Management will be performed at the customer site or remote management can be arranged. These tasks include, but are not limited to: monitoring and management of network hardware and software components that configure the LAN, management of network hardware and software components that configure the user LAN/WAN topology, maintain network integrity, proactive monitoring and capacity planning, configuration and upgrade recommendations and network problem resolution.

**Data Communication Engineer** **ITB-DTA-ENG-33725**  
Utilizes intimate understanding of data communication technologies, trends and issues to analyze sophisticated enterprise-wide communications systems design. Provide technical leadership in evaluation, design and installation of state of the art data communication environments. Understands and incorporates all aspects of the organizations information flow into the communications systems infrastructure. Utilizes in depth knowledge to diagnose and correct sophisticated communications and network problems. **Designs and implements network security solutions. Expert level knowledge of IP multicast and rich media delivery.** Manages staff of communication engineers, providing work direction and review of all tasks. Possesses excellent written and oral communication skills. Educational and Experience Requirements: Bachelor's Degree and minimum 5 years experience. Educational/Experience Equivalency: Master's Degree and minimum 3 years experience. No degree with a minimum of 8 years experience.

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**Hardware Maintenance Engineer**

**ITB-HDW-ENG-33255**

Identifies and analyses personal computer and associated peripheral equipment hardware problems. Repairs or replaces malfunctioning device in accordance with manufacturer's specifications. Educational and Experience Requirements: Bachelor's Degree and minimum 2 to 3 years experience. Educational/Experience Equivalency: 4 to 5 years experience without a degree.

**Installation Technician, Jr.**

**ITB-TECH-JR-33289**

Installs personal computers or communication-related electronic systems and equipment. Installs all LAN electronic equipment and complete electrical connections in accordance with all appropriate codes, to include but not limited to equipment shielding, bonding, and grounding. Installs COTS software in accordance with manufacturer's specifications. Educational and Experience Requirements: Bachelor's Degree and 0 to 1-year experience. Educational/Experience Equivalency: 2 to 3 years experience without a degree.

**Installation Technician, Sr.**

**ITB-TECH-SR-33290**

Installs personal computers or communication-related electronic systems and equipment. Installs all LAN electronic equipment and complete electrical connections in accordance with all appropriate codes, to include but not limited to equipment shielding, bonding, and grounding. Installs COTS software in accordance with manufacturer's specifications. Specifies required materials and is responsible for ensuring correct documentation at the conclusion of a project. Educational/Experience Requirements: Bachelor's Degree and 5 years experience in LAN installation and 3 years experience in the supervision of LAN cabling installation. Educational/Experience Equivalency: 4 to 5 years experience without a degree.

**Network Administrator**

**ITB-NET-ADMIN-33377**

Supervises and manages the daily activities of configuration and operation of business/computer systems. Optimizes system operations and resource utilization and performs system capacity analysis and planning. Provides assistance to users in accessing and using business/computer systems. Monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation. Educational and Experience Requirements: Associates Degree and 2 to 5 years' experience. Educational/Experience Equivalency: High School Diploma and 4 to 7 years experience without an Associates Degree.

**Network Engineer**

**ITB-NET-ENG-33390**

Analyses network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cut-overs of network components and capabilities. Ensures maintenance of systems. Coordinates requirements with users and suppliers. Provides support on all phases of analysis, design, testing, and implementation of networks and the telecommunications infrastructure to support EC/EDI functions. Educational and Experience Requirements: Bachelor's Degree and 6 years experience. Educational/Experience Equivalency: Master's Degree with 0 to 2 years experience or 5 to 7 years experience without a Bachelor's Degree.

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**Project Manager**

**ITB-PM-33150**

PMI Certified Project Manager. Provides competent leadership and responsible program direction through successful performance of a variety of detailed, diverse elements of project transitioning. Directs completion of tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforces work standards and reviews/resolves work discrepancies to ensure compliance with contract requirements. Interfaces with the Program Manager as well as Government Technical Management personnel including, but not limited to, the Contracting Officer and the Contracting Officer's Technical Representative. Reports in writing and orally to contractor management and Government representatives. Educational and Experience Requirements: Bachelor's Degree and minimum of 8 years experience. Educational/Experience Equivalency: Master's Degree with minimum of 7 years experience, or a minimum of 12 years experience without a Bachelor's Degree.

**Security Analyst**

**ITB-SEC-AN-33475**

Analyzes and defines security requirements for a variety of computer and telecommunications issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also include risk assessment. Develops, analyzes, and implements security architecture(s) as appropriate. Educational and Experience Requirements: Bachelor's Degree and 1 to 3 years' experience. Educational/Experience Equivalency: Master's Degree with 0 to 2 years experience or 5 to 7 years experience without a Bachelor's Degree.

**Sr. Network Engineer**

**ITB-NET-ENG-33399**

Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cut-overs of network components and capabilities. Ensures maintenance of systems. Coordinates requirements with users and suppliers. Provides support on all phases of analysis, design, testing, and implementation of networks and the telecommunications infrastructure. Supervises LAN technicians and/or monitors their work. Educational and Experience Requirements: Bachelor's Degree and 3 to 5 years' experience. Educational/Experience Equivalency: Master's Degree with 2 to 4 years experience, or 7 to 9 years experience without a Bachelor's Degree.

**System Engineer**

**ITB-SE-33325**

Applies software, hardware, and standards information technology skills in the analysis, specification, development, integration, and acquisition of systems for information management applications. Ensures these systems and applications are compliant with standards for open systems architectures, reference modes, and profiles of standards - - such as the IEEE Open Systems Environment reference model - - as they apply to the implementation and specification of information management solutions on the application platform, across the application program interface, and the external environment/software application. Evaluates and recommends COTS application and methodologies that can be acquired to provide interoperable, portable, and scaleable information technology solutions. Performs analysis and validation of reusable software/hardware components to ensure the integration of these components into

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interoperable information management designs. Educational/Experience Equivalency: Master's Degree with no experience, or a minimum of 5 years experience without a Bachelor's Degree.

**System Engineer, Sr.**

**ITB-SESR-33380**

Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with the configuration information management guiding principles, cost savings, and open architecture objectives. Educational and Experience Requirements: Bachelor's Degree and 3 to 5 years' experience. Educational/Experience Equivalency: Master's Degree with 2 to 4 years experience or 7 to 9 years experience without a Bachelor's Degree.

**System Programmer**

**ITB-SYS-PRG-35220**

Creates and/or maintains operating systems, communications software, database packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications. Educational and Experience Requirements: Bachelor's Degree and 3 to 5 years' experience. Educational/Experience Equivalency: Master's Degree with 2 to 4 years experience or 7 to 9 years experience without a Bachelor's Degree.

**Technical Director**

**ITB-TEC-DIR-33180**

Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with the configuration information management guiding principles, cost savings, and open architecture objectives. Educational and Experience Requirements: Bachelor's Degree and 5 to 8 years' experience. Educational/Experience Equivalency: Master's Degree with 4 to 7 years experience or 9 to 12 years experience without a Bachelor's Degree.

**Program Manager**

**ITB-PGM-MAN-33140**

Plans and directs technological improvements and project management implementations. Manages a diverse group of functional activities, and subordinate groups of technical and administrative personnel. 10+ years of relevant experience, Advanced degree desired.

**Senior Graphic Specialist**

**ITB-GRS-SR-35225**

Provides advanced page design, illustration and commercial production support. Directs activities of Graphic Artists and Jr. Graphic Artists. Has mastery of complex production processes such as four color process printing and color lithography. Has mastery of both

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computers driven and traditional design and illustration techniques - can produce near photo realistic results in either environment. 5 to 10 years experience and bachelors degree in related discipline.

**Task Team Leader**

**ITB-TTLEAD-38587**

Defines and directs technical specification and tasks to be performed by team members, and defines target dates of tasks and subtasks. Provides guidance and assistance in coordinating output and ensuring the technical adequacy of the end product. Bachelors degree in a relevant field of study. Min. of 6 years of relative professional work experience. Ability to work with Government contracts personnel.

**Senior Technical Writer**

**ITB-TWR-SR-38433**

Directs development and production of technical documents by managing staff resources. Proficiency in writing and editing technical documents. Bachelors degree or a minimum of 5+ years of relevant experience.

**Office Automation Specialist**

**ITB-OAS-38775**

Performs routine systems administration duties and program management support for scheduling and tracking. Performs work flow and requirements analyses. Provides implementation/transition planning and support. Ability to provide post-installation on-site support.

**Technical Writer**

**ITB-TWR-38420**

Prepares, disseminates and provides for the orderly safeguard of technical documents. Proficiency in writing technical documents. Bachelors degree or a minimum of 3+ years of relevant experience.

**Administrative Assistant**

**ITB-ADMIN-38124**

Proficiency in managing personnel, financial management, operations and technical program management. 5 years of experience in the performance of office and administrative work. A minimum of 2 years experience as an office manager; must be proficient in the use of personal computers, printers, and common office software applications such as word processing, spreadsheet, and database programs. Performs word-processing, filing, administrative, and clerical duties of both routine and complex natures; and assembles technical and administrative documents from rough draft through final production. Receives and distributes incoming correspondence and assists in preparing reports and other required documents.

**Graphics Designer**

**ITB-GRS-35210**

Responsible for developing and executing both the overall graphical look of the project and the details, including individual screen designs. Three years of computer-aided design (CAD) drafting experience with at least 1 year of experience in the use of CAD tools to produce design and as-built drawings for cable plant implementation. Works with CAD tools preparing design and as-built drawings for cable plant implementation documentation. Operates CAD equipment and acts as a technical draftsman with the capability of making the appropriate design and formatting decisions. Familiar with common CAD packages and able to read and interpret cabling and network diagrams as well as building diagrams and floor plans. Educational and Experience Requirements: Associates Degree or technical certificate in technical drafting.

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**Senior Software Consultant**

**ITB-SSCLT-33770**

Provides competent leadership and responsible technical direction through successful performance of a variety of detailed, diverse elements of project transitioning. Analyzes and develops effective solutions. Enforces work standards and reviews/resolves work discrepancies to ensure compliance with contract requirements. Interfaces with the Program Manager as well as Government Technical Management personnel including, but not limited to, the Contracting Officer and the Contracting Officer's Technical Representative. Reports in writing and orally to Government representatives. General experience: Minimum of three years demonstrated performance in related technology. Generally experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems applications design and implementation. The individual will have been formally trained and have all appropriate certifications in product futures and relevant Certified Training associated with the specific software products. Additional formal training and relevant Certified Training may include one or more of the following areas: Solutions Framework and relevant Certified Training in infrastructure and/or development areas. Education: Minimum of Bachelor's degree, Master's degree or industry equivalent experience.

**Senior Managing Software Support Per Hour**

**ITB-MSS-SR-35550**

Provides senior managing elements of project transitioning. Analyzes and develops effective solutions. Enforces work standards and reviews/resolves work discrepancies to ensure compliance with contract requirements. Interfaces with the Government Technical Management personnel including, but not limited to, the Contracting Officer and the Contracting Officer's Technical Representative. Educational and Experience Requirements: Bachelor's Degree and minimum of 8 years experience. Educational/Experience Equivalency: Master's Degree with minimum of 7 years experience, or a minimum of 12 years experience without a Bachelor's Degree.

**Senior Server System Engineer**

**ITB-SSS-ENG-33295**

Designs, configures, installs, and optimizes complex server systems for advanced server functions including email, domain controller, disaster recovery, file and print services, etc. Designs, configures, installs, and optimizes clustered server solutions for redundancy and fault tolerance benefits. Bachelor's degree or minimum of five years experience designing, configuring, installing, and optimizing server systems. Industry certification applicable to server systems (i.e., Compaq Accredited Systems Engineer [ASE], Compaq Master ASE, Compaq Rackmount Server, IBM NetFinity, HP NetServer Technical Professional [NTP], etc.) can be substituted for degree.