

GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY AND SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

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

Instructor Led Training, Web Based Training and Education Courses, Course Development and Test
SIN 874-4

Contract Number – GS-02F-0134R

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract Period – 5/11/2015 thru 5/10/2020

Contractor: Knowledge Management Solutions, Inc.

3761 Alabama Highway 14

Millbrook, AL, 36054

Telephone: 334-285-1623 Fax: 334-285-1637

Company website: www.kms-inc.net

Vietnam Era, Veteran Owned Small Business

INFORMATION FOR ORDERING ACTIVITIES:

- | | |
|--|---|
| <ol style="list-style-type: none">1. Awarded Special Item Number: None2. Maximum Order: \$1,000,000.00 USD3. Minimum Order: \$300.00 USD4. Geographic Coverage:
The 48 Contiguous States and the District of Columbia, Alaska, Hawaii, and Puerto Rico5. Points of Production: Various6. Prices herein are net7. Quantity Discounts: Call/fax for consideration8. Prompt Payment Terms:
1% - 10 days, net 309. Government purchase cards are accepted below and above the micro-purchase threshold.10. Foreign Item: N/A11. Delivery Time:
As specified on the specific task order12. FOB Points:
The 48 Contiguous States & The District of Columbia are FOB Destination. Alaska, Hawaii, Puerto Rico is F.O.B. inland carrier point of exportation. | <ol style="list-style-type: none">13. Ordering Address:
Knowledge Management Solutions, Inc.
3761 Alabama Highway 14
Millbrook, Alabama 36054
TAX ID # 63-1259170
CAGE CODE: 1RW7114. Payment Address:
Knowledge Management Solutions, Inc.
3761 Alabama Highway 14
Millbrook Alabama, 3605415. Warranty Provisions: N/A16. Export Packaging: N/A17. Terms and conditions of Gov't Credit Cards:
Accept any above micro-purchase threshold18. DUNS #: 03323440719. Central Contractor Registration:
CAGE/NCAGE Code: 1RW71 |
|--|---|



Appendix A: GS-02F-0134R MOBIS Labor Rates

The following Labor Rates applicable to SIN 874-4 Training Services

CONTRACTOR AND GOVERNMENT SITE RATES						
#	LABOR CATEGORY	5/11/2015-5/10/2016	5/11/2016-5/10/2017	5/11/2017-5/10/2018	5/11/2018-5/31/2019	5/11/2019-5/10/2020
1	Senior Trainer/Instructor	\$120.60	\$120.60	\$120.60	\$120.60	\$120.60
2	Trainer/Instructor	\$86.15	\$86.15	\$86.15	\$86.15	\$86.15
3	Junior Trainer/Instructor	\$55.99	\$55.99	\$55.99	\$55.99	\$55.99
4	Program Manager	\$103.38	\$103.38	\$103.38	\$103.38	\$103.38
5	Project Manager	\$77.53	\$77.53	\$77.53	\$77.53	\$77.53
6	Team Lead	\$43.07	\$43.07	\$43.07	\$43.07	\$43.07
7	Senior Consultant	\$129.22	\$129.22	\$129.22	\$129.22	\$129.22
8	Consultant	\$64.61	\$64.61	\$64.61	\$64.61	\$64.61
9	Junior Consultant	\$38.77	\$38.77	\$38.77	\$38.77	\$38.77
10	Training Facilitator	\$43.93	\$43.93	\$43.93	\$43.93	\$43.93
11	Senior Training/Instructor	\$120.60	\$120.60	\$120.60	\$120.60	\$120.60
12	Trainer/Instructor	\$60.30	\$60.30	\$60.30	\$60.30	\$60.30
13	Senior Instructional Technologist	\$99.07	\$99.07	\$99.07	\$99.07	\$99.07
14	Instructional Technologist	\$64.61	\$64.61	\$64.61	\$64.61	\$64.61
15	Junior Instructional Technologist	\$51.69	\$51.69	\$51.69	\$51.69	\$51.69
16	Senior Administrative Assistant	\$60.30	\$60.30	\$60.30	\$60.30	\$60.30
17	Administrative Assistant	\$43.07	\$43.07	\$43.07	\$43.07	\$43.07
18	Junior Administrative Assistant	\$25.84	\$25.84	\$25.84	\$25.84	\$25.84
19	Senior LMS Administrator	\$77.53	\$77.53	\$77.53	\$77.53	\$77.53
20	LMS Administrator	\$43.07	\$43.07	\$43.07	\$43.07	\$43.07
21	Junior LMS Administrator	\$30.15	\$30.15	\$30.15	\$30.15	\$30.15
22	Senior Technical Writer/Editor	\$94.76	\$94.76	\$94.76	\$94.76	\$94.76
23	Technical Writer/Editor	\$43.07	\$43.07	\$43.07	\$43.07	\$43.07
24	Junior Technical Writer/Editor	\$34.46	\$34.46	\$34.46	\$34.46	\$34.46
25	Senior Database Specialist	\$103.38	\$103.38	\$103.38	\$103.38	\$103.38
26	Database Specialist	\$64.61	\$64.61	\$64.61	\$64.61	\$64.61
27	Junior Database Specialist	\$51.69	\$51.69	\$51.69	\$51.69	\$51.69



28	Senior Interactive Training Developer	\$94.76	\$94.76	\$94.76	\$94.76	\$94.76	
29	Interactive Training Developer	\$64.61	\$64.61	\$64.61	\$64.61	\$64.61	
30	Junior Interactive Training Developer	\$43.07	\$43.07	\$43.07	\$43.07	\$43.07	
31	Senior Web Designer/Programmer	\$94.76	\$94.76	\$94.76	\$94.76	\$94.76	
32	Web Designer/Programmer	\$64.61	\$64.61	\$64.61	\$64.61	\$64.61	
33	Junior Web Designer/Programmer	\$43.07	\$43.07	\$43.07	\$43.07	\$43.07	
34	Senior Graphics Specialist	\$81.84	\$81.84	\$81.84	\$81.84	\$81.84	
35	Graphics Specialist	\$62.03	\$62.03	\$62.03	\$62.03	\$62.03	
36	Junior Graphics Specialist	\$47.38	\$47.38	\$47.38	\$47.38	\$47.38	
37	Senior Multimedia Producer/Director	\$99.07	\$99.07	\$99.07	\$99.07	\$99.07	
38	Multimedia Producer/Director	\$60.30	\$60.30	\$60.30	\$60.30	\$60.30	
39	Junior Multimedia Producer/Director	\$43.07	\$43.07	\$43.07	\$43.07	\$43.07	
40	Senior Quality Assurance Specialist	\$90.45	\$90.45	\$90.45	\$90.45	\$90.45	
41	Quality Assurance Specialist	\$64.61	\$64.61	\$64.61	\$64.61	\$64.61	
42	Junior Quality Assurance	\$47.38	\$47.38	\$47.38	\$47.38	\$47.38	
43	Senior Network Administrator	\$103.38	\$103.38	\$103.38	\$103.38	\$103.38	
44	Network Administrator	\$60.30	\$60.30	\$60.30	\$60.30	\$60.30	
45	Junior Network Administrator	\$38.77	\$38.77	\$38.77	\$38.77	\$38.77	
46	Network Technician	\$64.61	\$64.61	\$64.61	\$64.61	\$64.61	
47	Senior Subject Matter Expert	\$103.38	\$103.38	\$103.38	\$103.38	\$103.38	
48	Subject Matter Expert	\$60.30	\$60.30	\$60.30	\$60.30	\$60.30	
49	Junior Subject Matter Expert	\$38.77	\$38.77	\$38.77	\$38.77	\$38.77	
50	Senior Help Desk/User Relations Specialist	\$68.92	\$68.92	\$68.92	\$68.92	\$68.92	
51	Help Desk/User Relations Specialist	\$38.77	\$38.77	\$38.77	\$38.77	\$38.77	
52	Junior Help Desk/User Relations Specialist	\$25.84	\$25.84	\$25.84	\$25.84	\$25.84	
53	Senior Assessments Analyst	\$113.71	\$113.71	\$113.71	\$113.71	\$113.71	
54	Assessments Analyst	\$73.22	\$73.22	\$73.22	\$73.22	\$73.22	
55	Junior Assessments Analyst	\$53.07	\$53.07	\$53.07	\$53.07	\$53.07	
56	Senior Outreach Specialist	\$60.30	\$60.30	\$60.30	\$60.30	\$60.30	
57	Outreach Specialist	\$43.07	\$43.07	\$43.07	\$43.07	\$43.07	
58	Junior Outreach Specialist	\$34.46	\$34.46	\$34.46	\$34.46	\$34.46	



Appendix B: GS-02F-0134R MOBIS Labor Categories

Applicable to SIN 874-4 Training Services

Each Training labor category is defined with regard to education, general experience, specialized experience requirements and duties. Training and certification requirements for a labor category are identified in the specialized experience description. The duties normally performed by a person assigned to a labor category position are defined.

Knowledge Management Solutions Inc. recognizes that successful performance depends on having the right skills and experience. These skills and experience, in turn, are acquired through the proper mix of education and professional experience. Increasingly, we find that the skills needed to support advanced technology efforts, and to meet today's problems and tomorrow's challenges, are not always supported by a traditional education and work experience combination.

1. SENIOR TRAINER/INSTRUCTOR

Responsibility/Function: Responsible for the oversight and management aspects of training development, including project budgets, delivery schedules, staff management, deliverables, etc. Examples of functions include but limited to:

- Conduct training programs, seminars, and conferences
- Conduct research to develop and revise training materials and prepare training catalogs and course materials
- Develop instructor materials (course outlines, background materials, training aids)
- Develop student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms)
- Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer-based training
- Provide input for identifying and defining present and future training needs
- If applicable, work with help desk to provide technical assistance
- Manage training schedules
- Supervise and direct training staff

Experience and Education: 10-15 years' experience and Bachelor's Degree

2. TRAINER/INSTRUCTOR

Responsibility/Function: Responsible for the oversight and management aspects of training development, including project budgets, delivery schedules, staff management, deliverables, etc. Responsibilities include:

- Conduct training programs, seminars, and conferences
- Conduct research to develop and revise training materials and prepare training catalogs and course materials
- Develop instructor materials (course outlines, background materials, training aids)
- Develop student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms)



- Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer-based training
- If applicable, work with help desk to provide technical assistance

Experience and Education: 4 years' experience and Bachelor's Degree

3. JUNIOR TRAINER/INSTRUCTOR

Responsibility/Function: Responsible for assistance in planning, preparation and presentation of appropriate training materials. Perform follow-up actions as required.

Experience and Education: 2 years' experience and Associate's Degree

4. PROGRAM MANAGER

Responsibility/Function: Responsible for the oversight and management aspects of training development, including project budgets, delivery schedules, staff management, deliverables, etc. Provides oversight and executive level management to overall contract operations often involving multiple projects/tasks and groups of personnel at multiple locations. The Program Manager maintains and manages relationships with senior level management within the client organization. Responsible for ensuring senior level management within the client organization is aware of overall program status, including all relevant projects and their potential impact on higher level organizational strategic vision; this may include subject matter and unique technical knowledge. The Program Manager is responsible for managing multiple contract operations, ensure quality standards and work performance on all task orders and projects, plans, organizes and oversees work efforts, assigns resources, manages personnel, provides risk management, ensures quality management, monitors overall project and contract performance, etc.

Experience and Education: 10 years' experience and Bachelor's Degree

5. PROJECT MANAGER

Responsibility/Function: Responsible for the oversight and management aspects of training development, including project budgets, delivery schedules, staff management, deliverables, etc. Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Demonstrates skills in the scope of work encompassed by the task order; provides technical guidance to the project team in performance of the work, and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of all contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight. The Project Manager maintains and manages the client interface at the Government oversight levels of the client organization. Assists the Program Manager as required in managing contract performance.

Experience and Education: 5 years' experience and Bachelor's Degree

6. TEAM LEAD

Responsibility/Function: Responsible for the oversight and management aspects of training development, including project budgets, delivery schedules, staff management, deliverables, etc. Senior leader, experience in project and task management, responsible for ensuring successful task completion within the scheduled timeframe consistent with the established scope of work to include both the technical and financial solutions. Organizes, directs, and coordinates the planning and production of all activities associated with assigned tasks.



Experience and Education: 8 years' experience and Bachelor's Degree

7. SENIOR CONSULTANT

Responsibility/Function: Senior expert that possesses demonstrated knowledge, extensive experience in the development of solutions, recommendations, or outcomes across multiple complex tasks in multiple organizations. Defines project objectives and strategic direction. Is responsible for providing leadership and vision to client and project teams and serves as a key facilitator between multiple teams to achieve objectives of complex efforts. Directs the activities of more junior Management Consultants or other staff as necessary.

Experience and Education: 10 years' experience and Bachelor's Degree

8. CONSULTANT

Responsibility/Function: Possess demonstrated knowledge, experience, and ability in the development of solutions, recommendations, or outcomes across multiple complex tasks and/or organizations. Evaluates option in the context of project objectives and contributes to the implementation of strategic direction. Supports project objectives through activities such as conducting interviews, gathering data, and developing recommendations in support of project objectives. Directs the activities of Management Consultants or other staff as necessary.

Experience & Education: 5 years' experience and Bachelor's Degree

9. JUNIOR CONSULTANT

Responsibility/Function: Possesses knowledge, some experience, and capabilities in the development of solutions, recommendations, or outcomes across multiple tasks and/or organizations. Supports the development of solutions to address organization's challenges. Supports project objectives and helps assess the impact of industry trends, policy, or standard methodologies. Conducts activities in support of project team's objectives. Works closely with senior Management Consultants or Task Leads.

Experience and Education: 2 years' experience and Bachelor's Degree

10. TRAINING FACILITATOR

Responsibility/Function: Organizes training events in terms of schedules, logistics, communication, recruitment of resources, implementation, and evaluation. Develops a process for coordinating communications with other team members and customers. Provides technical assistance to customers to address inquiries on training products and services. Implements training policies and procedures, and honor timelines for delivery of training events and products.

An individual in this job category performs the following functions:

- Assists in planning professional development/training events.
- Organizes mailing lists and keeping course attendance records.
- Assists with document preparation, making copies and filling requests.
- Provides training to educators on using technology tools.
- Works as a collaborative team member to deliver a training event.
- Organizes training schedules.

Experience and Education: 5 years' experience and Bachelors' Degree



11. SENIOR TRAINING/INSTRUCTOR

Responsibility/Function: Responsible for the oversight and management aspects of training development, including project budgets, delivery schedules, staff management, deliverables, etc. Provides subject matter expertise support to all types of training development projects, including content review and feedback to development staff, as well as delivery of the training.

Experience and Education: 10-15 years' experience and Masters' Degree

12. TRAINING/INSTRUCTOR

Responsibility/Function: Provides subject matter expertise support to all types of training development projects, including content review and feedback to development staff, as well as delivery of the training.

Experience and Education: 5-9 years experience and Bachelors' Degree

13. SENIOR INSTRUCTIONAL TECHNOLOGIST

Responsibility/Function: Responsible for the oversight and management aspects of training development, including project budgets, delivery schedules, staff management, deliverables, etc. Conducts training analysis, designs and develops training curricula, designs and develop multimedia/web storyboards and training, and measures and evaluates effectiveness of training.

Experience and Education: 10-15 years' experience and Bachelor's Degree

14. INSTRUCTIONAL TECHNOLOGIST

Responsibility/Function: Responsible for the oversight and management aspects of training development, including project budgets, delivery schedules, staff management, deliverables, etc. Conducts training analysis, designs and develops training curricula, designs and develop multimedia/web story boards and training, and measures and evaluates effectiveness of training.

Experience and Education: 4-9 years' experience and Bachelor's' Degree

15. JUNIOR INSTRUCTIONAL TECHNOLOGIST

Responsibility/Function: Responsible for the oversight and management aspects of training development, including project budgets, delivery schedules, staff management, deliverables, etc. Conducts training analysis, designs and develops training curricula, designs and develop multimedia/web story boards and training, and measures and evaluates effectiveness of training.

Experience and Education: 2-3 years' experience and Associates Degree

16. SENIOR ADMINISTRATIVE ASSISTANT

Responsibility/Function: Provides general-purpose administrative and clerical support for project tasks. May include secretarial, word processing, graphics, desktop publishing, editing, and coordination.

Responsible for the effective administration of the business operations for a Office, department, or division.



Assures that acceptable administrative services are provided to the client within budget, on schedule and with a minimum of disruption. Assist in the preparation of budgets. Carries out recurring office procedures independently.

Reviews outgoing materials and correspondence for internal consistency with office procedures; assures that proper clearance has been obtained. Composes correspondence requiring some technical understanding. May assign and supervise the work of support personnel.

Experience and Education: 10 years' experience and Bachelor's Degree or Microsoft Office Certification

17. ADMINISTRATIVE ASSISTANT

Responsibility/Function: Provides general-purpose administrative and clerical support for project tasks. May include secretarial, word processing, graphics, desktop publishing, editing, and coordination.

Responsible for the effective administration of the business operations for an office or department. Assures that acceptable administrative services are provided to the client within budget, on schedule and with a minimum of applications, prepare letters of confirmation; develop charts and tables; prepare name badges, table tents, etc. For participants; implement event Evaluation procedures; and complete documentation of participant attendance.

Experience and Education: 4 years' experience and Associates Degree or Microsoft Certification

18. JUNIOR ADMINISTRATIVE ASSISTANT

Responsibility/Function: Provides general-purpose administrative and clerical support for project tasks. Work may include secretarial, word processing, graphics, desktop publishing, editing, and coordination.

Experience and Education: 2 years' experience and High School Diploma or Microsoft Certification

19. SENIOR LMS ADMINISTRATOR

Responsibility/Function: The Senior LMS Administrator is responsible for providing administrative support for all training hosted under the Learning Management System (LMS). Specific duties include:

- Maintenance of user and training data and providing regular reports to project teams.
- Assisting Client in needs analysis for determining required capabilities and options (Initial and Future).
- Acting as a Liaison between the client and IT
- Analyze Training Trends
- Providing Password information
- Monitoring System Usage
- Receive, Install, and Test HRIS Data load from client's HR system

- Export Student Training Records and Send HRIS Data Load
- Perform Course Content Validation and QA
- Ensure Courses Comply with LMS Standards and Specifications
- Install newly received courses to content server and connect them to the LMS
- Perform Initial Testing of Newly Installed Courses (Launching and Tracking)
- Set up Course ID, Title, Duration, Percent to Pass, and CEU's
- Course Authorizations/Registrations



- Assign Courses to Curriculum
- Administrative Helpdesk
- Produce Monthly Helpdesk Reports
- Technical Support (System Trouble Calls, Outages called in by KM helpdesk)
- Bulk Add Users
- Single Add Users
- Activate/Deactivate User Accounts
- Create/Edit Groups
- Add/Modify Users in Groups
- Generate Student Reports

Experience and Education: 10 years' experience and Bachelors' Degree

20. LMS ADMINISTRATOR

Responsibility/Function: The LMS Administrator is responsible for providing administrative support for all training Hosted under the Learning Management System (LMS). Specific duties include:

- Maintenance of user and training data and providing regular reports to project teams.
- Acting as a Liaison between the client and IT
- Providing Password information
- Monitoring System Usage
- Export Student Training Records and Send HRIS Data Load
- Perform Course Content Validation and QA
- Ensure Courses Comply with LMS Standards and Specifications
- Perform Initial Testing of Newly Installed Courses (Launching and Tracking)
- Course Authorizations/Registrations
- Assign Courses to Curriculum
- Administrative Helpdesk
- Produce Monthly Helpdesk Reports
- Technical Support (System Trouble Calls, Outages called in by KM helpdesk)
- Single Add Users
- Activate/Deactivate User Accounts
- Create/Edit Groups
- Add/Modify Users in Groups
- Generate Student Reports

Experience and Education: 4 years' experience and an Associate's Degree

21. JUNIOR LMS ADMINISTRATOR

Responsibility/Function:

Responsibility/Function: The LMS Administrator is responsible for providing administrative support for all training Hosted under the Learning Management System (LMS). Specific duties include:

- Maintenance of user and training data and providing regular reports to project teams.
- Acting as a Liaison between the client and IT
- Providing Password information
- Monitoring System Usage
- Export Student Training Records and Send HRIS Data Load



- Perform Course Content Validation and QA
- Ensure Courses Comply with LMS Standards and Specifications
- Perform Initial Testing of Newly Installed Courses (Launching and Tracking)
- Course Authorizations/Registrations
- Assign Courses to Curriculum
- Administrative Helpdesk
- Produce Monthly Helpdesk Reports
- Technical Support (System Trouble Calls, Outages called in by KM helpdesk)
- Single Add Users
- Activate/Deactivate User Accounts
- Create/Edit Groups
- Add/Modify Users in Groups
- Generate Student Reports

Experience and Education: 2 years' experience and/or Associates Degree

22. SENIOR TECHNICAL WRITER/EDITOR

Responsibility/Function: Provides general-purpose administrative and clerical support for project tasks. Work may include secretarial, word processing, graphics, desktop publishing, editing, and coordination functions. Collects and organizes information for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Supports documentation activities such as technical writing, editing, proofreading, production of technical documents, on-line help, and other interactive documentation. Engages in frequent interdepartmental contact and acts as liaison between customers and technical staff. Provides technical writing for program and operational documentation.

Provides documentation in presentation-ready quality output using advanced word processing or desktop publishing software.

Experience and Education: 10 years' experience and Bachelor's Degree

23. TECHNICAL WRITER/EDITOR

Responsibility/Function: Provides general-purpose administrative and clerical support for project tasks. Work may include secretarial, word processing, graphics, desktop publishing, editing, and coordination. Collects and organizes information for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Supports documentation activities such as technical writing, editing, proofreading, production of technical documents, on-line help, and other interactive documentation. Engages in frequent interdepartmental contact and acts as liaison between customers and technical staff. Profiles technical writing for program and operations documentation.

Provides documentation in presentation-ready quality output using advanced word processing or desktop publishing software.

Experience and Education: 4 years' experience and a Bachelor's Degree

24. JUNIOR TECHNICAL WRITER/EDITOR



Responsibility/Function: Provides general-purpose administrative and clerical support for project tasks. Work may include secretarial, word processing, graphics, desktop publishing, editing, and coordination. Collects and organizes information for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Supports documentation activities such as technical writing, editing, proofreading, production of technical documents, on-line help, and other interactive documentation. Engages in frequent interdepartmental contact and acts as liaison between customers and technical staff. Proofs technical writing for program and operations documentation.

Experience and Education: 2 years' experience and Associates Degree

25. SENIOR DATABASE SPECIALIST

Responsibility/Function: Provides subject matter expertise and data engineering to support all types of training development projects, including systems design, selection, development, integration, and support. Applies broad high-level knowledge of relational database theory and specific product implementation to solve complex database needs. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements and maintains database backup and recovery Procedures for the processing environments. Exercises independent judgment and initiative in solving problems and performing technical tasks with a high degree of complexity. Engages in direct contact with user personnel and works with non-technical sources as necessary.

Experience and Education: 7-10 years' experience and Bachelor's Degree

26. DATABASE SPECIALIST

Responsibility/Function: Provides subject matter expertise and data engineering to support all types of training development projects, including systems design, selection, development, integration, and support. Applies broad high-level knowledge of relational database theory and specific product implementation to solve complex database needs. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements and maintains database backup and recovery Procedures for the processing environments. Exercises independent judgment and initiative in solving problems and performing technical tasks with a high degree of complexity. Engages in direct contact with user personnel and works with non-technical sources as necessary.

Experience and Education: 4-6 years' experience and Bachelor's Degree

27. JUNIOR DATABASE SPECIALIST

Responsibility/Function: Provides subject matter expertise and data engineering to support all types of training development projects, including systems design, selection, development, integration, and support. Applies broad high-level knowledge of relational database theory and specific product implementation to solve complex database needs. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements and maintains database backup and recovery Procedures for the processing environments. Exercises independent judgment and initiative in solving problems and performing technical tasks with a high degree of complexity. Engages in direct contact with user personnel and works with non-technical sources as necessary.

Experience and Education: 2-3 years' experience and Associates Degree

28. SENIOR INTERACTIVE TRAINING DEVELOPER



Responsibility/Function: Provides subject matter expertise and data engineering to support all types of training development projects, including systems design, selection, development, integration, and support. : Provides programming and multimedia support for training projects, including authoring content in various authoring languages.

Experience and Education: 10-15 years' experience and Bachelor's Degree

29. INTERACTIVE TRAINING DEVELOPER

Responsibility/Function: Provides subject matter expertise and data engineering to support all types of training development projects, including systems design, selection, development, integration, and support. : Provides programming and multimedia support for training projects, including authoring content in various authoring languages.

Experience and Education: 4-9 years' experience and Bachelor's Degree

30. JUNIOR INTERACTIVE TRAINING DEVELOPER

Responsibility/Function: Provides subject matter expertise and data engineering to support all types of training development projects, including systems design, selection, development, integration, and support. : Provides programming and multimedia support for training projects, including authoring content in various authoring languages.

Experience and Education: 2-3 years' experience and Associates Degree

31. SENIOR WEB DESIGNER/PROGRAMMER

Responsibility/Function: Provides subject matter expertise and data engineering to support all types of training design and development projects, including site/systems design, selection, development, integration, and support. Labor Category includes website outreach techniques such as web applications, social media, graphics integration, etc.

Experience and Education: 4 years' experience and Bachelor's Degree

32. WEB DESIGNER/PROGRAMMER

Responsibility/Function: Provides subject matter expertise and data engineering to support all types of training design and development projects, including site/systems design, selection, development, integration, and support. Labor Category includes website outreach techniques such as web applications, social media, graphics integration, etc.

Experience and Education: 2 years' experience and Associate's Degree

33. JUNIOR WEB DESIGNER/PROGRAMMER

Responsibility/Function: Provides subject matter expertise and data engineering to support all types of training design and development projects, including site/systems design, selection, development, integration, and support. Labor Category includes website outreach techniques such as web applications, social media, graphics integration, etc.



Experience and Education: 2 years' experience and Associates Degree

34. SENIOR GRAPHICS SPECIALIST

Responsibility/Function: Designs and produces graphics in support of training development projects. Individual provides technical knowledge and expertise on digital graphics, digital photography, videography, Flash animations, etc. Designs and produces graphics in support of training development projects. Utilizes current graphics design technology and computer software packages to produce and develop high-level graphics and miscellaneous media files for multiple projects. Graphics may include line drawings, digital images, flow charts, slide presentations, animations, video stills/clips, and simulations. Requires in-depth knowledge and hands-on experience with the following software: ADOBE SUITE, Photoshop, Illustration Package, 3D Modeling, Animation, Web-Design and HTML, Authoring of Courseware and Internet Sites. Provides supervision and training for graphic design personnel. Exercises creative judgment and originality by translating needs into graphics capabilities. Makes final decisions related to matters of design, composition and methods of presenting technical data.

Experience and Education: 10-15 years' experience and Bachelor's Degree or ADOBE Suite Certification

35. GRAPHICS SPECIALIST

Responsibility/Function: Designs and produces graphics in support of training development projects. Individual provides technical knowledge and expertise on digital graphics, digital photography, videography, Flash animations, etc. Designs and produces graphics in support of training development projects. Utilizes current graphics design technology and computer software packages to produce and develop high-level graphics and miscellaneous media files for multiple projects. Graphics may include line drawings, digital images, flow charts, slide presentations, animations, video stills/clips, and simulations. Requires in-depth knowledge and hands-on experience with the following software: ADOBE SUITE, Photoshop, Illustration Package, 3D Modeling, Animation, Web-Design and HTML, Authoring of Courseware and Internet Sites. Provides supervision and training for graphic design personnel. Exercises creative judgment and originality by translating needs into graphics capabilities. Makes final decisions related to matters of design, composition and methods of presenting technical data.

Experience and Education: 4-9 years' experience and Bachelor's Degree or ADOBE Suites Certification

36. JUNIOR GRAPHICS SPECIALIST

Responsibility/Function: Designs and produces graphics in support of training development projects. Individual provides technical knowledge and expertise on digital graphics, digital photography, videography, Flash animations, etc. Designs and produces graphics in support of training development projects. Utilizes current graphics design technology and computer software packages to produce and develop high-level graphics and miscellaneous media files for multiple projects. Graphics may include line drawings, digital images, flow charts, slide presentations, animations, video stills/clips, and simulations. Requires in-depth knowledge and hands-on experience with the following software: ADOBE SUITE, Photoshop, Illustration Package, 3D Modeling, Animation, Web-Design and HTML, Authoring of Courseware and Internet Sites.

Experience and Education: 2-3 years' experience and Associates Degree or ADOBE Suites Certification

37. SENIOR MULTIMEDIA PRODUCER/DIRECTOR

Responsibility/Function: Provides programming and multimedia support for training projects, including authoring content in various authoring languages.



Experience and Education: 10-15 years' experience and Bachelors' Degree or ADOBE Suites Certification

38. MULTIMEDIA PRODUCER/DIRECTOR

Responsibility/Function: Provides programming and multimedia support for training projects, including authoring content in various authoring languages.

Experience and Education: 4-9 years' experience and Associates' Degree or ADOBE Suites Certification

39. JUNIOR MULTIMEDIA PRODUCER/DIRECTOR

Responsibility/Function: Provides programming and multimedia support for training projects, including authoring content in various authoring languages.

Experience and Education: 2-3 years Associates Degree or ADOBE Certification

40. SENIOR QUALITY ASSURANCE SPECIALIST

Responsibility/Function: Performs quality assurance reviews of all the types of training products, including instructional material, storyboards, multimedia products, etc. Participates in formal and informal reviews to determine quality and in the development of software quality assurance (SQA) plans. Examines and evaluates the SQA process and recommends enhancements and modifications. Assists in the development of quality standards.

Experience and Education: 10-15 years' experience and Bachelors' Degree

41. QUALITY ASSURANCE SPECIALIST

Responsibility/Function: Performs quality assurance reviews of all the types of training products, including instructional material, storyboards, multimedia products, etc.

Experience and Education: 4-9 years' experience and Bachelors' Degree

42. JUNIOR QUALITY ASSURANCE SPECIALIST

Responsibility/Function: Performs quality assurance reviews of all the types of training products, including instructional material, storyboards, multimedia products, etc.

Experience and Education: 2-3 years' experience and Associates Degree

43. SENIOR NETWORK ADMINISTRATOR

Responsibility/Function: Provides system support in a PC/LAN/WAN computer platform environment. Plans and coordinates the installation and maintenance of system and vendor software packages, including operating system software. Also troubleshoots and resolves network problems. Proficient in industry standard software, hardware and operating systems (i.e. Windows, Netware, bridge and router technology, IBM token ring protocol, and Intel based computer hardware) and also specific system administration utilities to assist in the general administration of the network.

Experience and Education: 10 years' experience and Master's Degree or MSCE, A+, Net+ Certifications



44. NETWORK ADMINISTRATOR

Responsibility/Function: Provides system support in a PC/LAN/WAN computer platform environment. Plans and coordinates the installation and maintenance of system and vendor software packages, including operating system software. Also troubleshoots and resolves network problems. Proficient in industry standard software, hardware and operating systems (i.e. Windows, Netware, bridge and router technology, IBM token ring protocol, and Intel based computer hardware) and also specific system administration utilities to assist in the general administration of the network.

Experience and Education: 4-9 years' experience and Bachelor's Degree or MSCE, A+, Net+ Certifications

45. JUNIOR NETWORK ADMINISTRATOR

Responsibility/Function: Provides system support in a PC/LAN/WAN computer platform environment. Plans and coordinates the installation and maintenance of system and vendor software packages, including operating system software. Also troubleshoots and resolves network problems. Proficient in industry standard software, hardware and operating systems (i.e. Windows, Netware, bridge and router technology, IBM token ring protocol, and Intel based computer hardware) and also specific system administration utilities to assist in the general administration of the network.

Experience and Education: 2-3 years' experience and Associates Degree or MSCE, A+, Net+ Certifications

46. NETWORK TECHNICIAN

Responsibility/Function: Provides diagnosis and troubleshooting for network systems. Requires knowledge of TCP/IP, file server applications. Performs diagnostic analysis and identifies solutions to network problems. Performs and implements enhancements to network. Assists with network installations and on site surveys. Aids in assessing and documenting current site network configurations. Prepares engineering plans and site installation technical design packages. Aids in preparation of installation schedules. Integral member of the network installation team. Assists in the preparation of drawings documenting configuration changes at each site. Prepare site installation and test reports. Coordinates post installation operations and maintenance support.

Experience and Education: 4 years' experience and High School Diploma, MSCE, A+, Net+ Certifications

47. SENIOR SUBJECT MATTER EXPERT

Responsibility/Function: Provides subject matter expertise support to all types of training development projects, including content review and feedback to development staff, as well as delivery of the training. Senior expert with extensive, enterprise-wide knowledge and experience in one or more designated functional and/or domain areas. Provides insight and advice concerning strategic direction and applicability of up to date, industry standard solutions. Is responsible for providing high level vision to program/project manager or senior client leadership to influence objectives of complex efforts. The Functional/Subject Matter Expert is primarily utilized on projects for their specific expertise, not in a managerial capacity, in support of the creation of comprehensive methods for describing current and/or future structure and behavior of an organization's processes, systems, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction. The Functional/Subject Matter Expert is typically a former high ranking military or civilian official and recognized by industry as an expert in their specific field.

Experience and Education: 10-15 years' experience and Bachelor's Degree



48. SUBJECT MATTER EXPERT

Responsibility/Function: Provides subject matter expertise support to all types of training development projects, including content review and feedback to development staff, as well as delivery of the training. Senior expert with extensive, enterprise-wide knowledge and experience in one or more designated functional and/or domain areas. Provides insight and advice concerning strategic direction and applicability of up to date, industry standard solutions. Is responsible for providing high level vision to program/project manager or senior client leadership to influence objectives of complex efforts. The Functional/Subject Matter Expert is primarily utilized on projects for their specific expertise, not in a managerial capacity, in support of the creation of comprehensive methods for describing current and/or future structure and behavior of an organization's processes, systems, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction. The Functional/Subject Matter Expert is typically a former high ranking military or civilian official and recognized by industry as an expert in their specific field.

Experience and Education: 4-9 years' experience and Bachelor's Degree

49. JUNIOR SUBJECT MATTER EXPERT

Responsibility/Function: Provides subject matter expertise support to all types of training development projects, including content review and feedback to development staff, as well as delivery of the training. Senior expert with extensive, enterprise-wide knowledge and experience in one or more designated functional and/or domain areas. Provides insight and advice concerning strategic direction and applicability of up to date, industry standard solutions. Is responsible for providing high level vision to program/project manager or senior client leadership to influence objectives of complex efforts. The Functional/Subject Matter Expert is primarily utilized on projects for their specific expertise, not in a managerial capacity, in support of the creation of comprehensive methods for describing current and/or future structure and behavior of an organization's processes, systems, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction. The Functional/Subject Matter Expert is typically a former high ranking military or civilian official and recognized by industry as an expert in their specific field.

Experience and Education: 2-3 years' experience and Associate's Degree

50. SENIOR HELP DESK/USER RELATIONS SPECIALIST

Responsibility/Function: Supports users of information systems by evaluating client concerns, researching Moderately complex problems and questions, responding with answers or interventions, providing assistance, tracking calls, analyzing call data for Trends and common system problems, and evaluating the quality of information systems through user support call data. Communicates with clients and collaborators, nationally and internationally, to evaluate opportunities to apply information technology resources for data collection, communication, management, analysis, and information dissemination. Prepares and delivers sophisticated presentations to diverse audiences. Familiar with information systems strategic planning, implementation, distribution, and user support. Travel to user's sites to assist in the implementation/installation of client-developed or supplied information systems products and services as required.

Experience and Education: 10 years' experience and Bachelor's Degree

51. HELP DESK/USER RELATIONS SPECIALIST

Responsibility/Function: Supports users of information systems by evaluating client concerns, researching Moderately complex problems and questions, responding with answers or interventions, providing assistance, tracking calls, analyzing call data for Trends and common system problems, and evaluating the quality of information systems through user support call data. Communicates with clients and collaborators, nationally and internationally, to evaluate opportunities to apply information technology resources for data collection, communication, management, analysis, and information dissemination. Prepares and delivers sophisticated



presentations to diverse audiences. Familiar with information systems strategic planning, implementation, distribution, and user support. Travel to user's sites to assist in the implementation/installation of client-developed or supplied information systems products and services as required.

Experience and Education: 4-9 years' experience and Bachelor's Degree

52. JUNIOR HELP DESK/USER RELATIONS SPECIALIST

Responsibility/Function: Responsibility/Function: Supports users of information systems by evaluating client concerns, researching Moderately complex problems and questions, responding with answers or interventions, providing assistance, tracking calls, analyzing call data for Trends and common system problems, and evaluating the quality of information systems through user support call data. Communicates with clients and collaborators, nationally and internationally, to evaluate opportunities to apply information technology resources for data collection, communication, management, analysis, and information dissemination. Prepares and delivers sophisticated presentations to diverse audiences. Familiar with information systems strategic planning, implementation, distribution, and user support. Travel to user's sites to assist in the implementation/installation of client-developed or supplied information systems products and services as required.

Experience and Education: 2-3 years' experience and Associate's Degree

53. SENIOR ASSESSMENTS ANALYST

Responsibility/Function: Provides statistical and psychometric analyses and modeling support. Develops plans, programs and assessments to analyze program data to identify strengths, weaknesses and changes to education and training programs, processes and events.

Experience and Education: 10 years' experience and PHD

54. ASSESSMENTS ANALYST

Responsibility/Function: Provides statistical and psychometric analyses and modeling support. Develops plans, programs and assessments to analyze program data to identify strengths, weaknesses and changes to education and training programs, processes and events.

Experience and Education: 6-9 years' experience and Master's Degree

55. JUNIOR ASSESSMENTS ANALYST

Responsibility/Function: Provides statistical and psychometric analyses and modeling support. Develops plans, programs and assessments to analyze program data to identify strengths, weaknesses and changes to education and training programs, processes and events.

Experience and Education: 4-5 years' experience and Bachelor's Degree

56. SENIOR OUTREACH SPECIALIST

Responsibility/Function: Provides assistance in planning, developing and maintaining outreach techniques to reach potential students, candidates and education and training stake holders. Functions include: Website, social media, print advertising, TV, Radio, events, etc. development, updates, content and deployment.



Experience: 10 years' experience and Bachelor's Degree

57. OUTREACH SPECIALIST

Responsibility/Function: Provides assistance in planning, developing and maintaining outreach techniques to reach potential students, candidates and education and training stake holders. Functions include: Website, social media, print advertising, TV, Radio, events, etc. development, updates, content and deployment.

Experience and Education: 4-9 years' experience and Bachelor's Degree

58. JUNIOR OUTREACH SPECIALIST

Responsibility/Function: Provides assistance in planning, developing and maintaining outreach techniques to reach potential students, candidates and education and training stake holders. Functions include: Website, social media, print advertising, TV, Radio, events, etc. development, updates, content and deployment.

Experience and Education: 2-3 years' experience and High School Diploma