

MINIMUM QUALIFICATION REQUIREMENTS FOR CONTRACTOR PERSONNEL

Lead Project Manager

(a) Responsibilities/Duties. The Lead Project Manager is a senior level Project Manager with responsibilities for coordinating the efforts of several Project Managers, either on one mammoth project, or for large numbers of projects at a Document Center. The Lead Project Manager will usually work out of a Government-funded Document Center, although there may be situations in which the Lead Project Manager works out of a Contractor-provided facility. Extraordinarily large, multi-facility "Document Centers" may require more than one such Lead Project Manager; small Document Centers may not require any Lead Project Managers. The Lead Project Manager generally reports directly to the Division Contract Director or to a Deputy. The Lead Project Manager directs and coordinates all Document Center resources, including subordinate Project Manager staff and other staff resources. In Document Centers which support more than one case, the Lead Project Manager must carry his/her own caseload, in addition to performing lead/coordinating duties. In addition to Project Manager responsibilities, as described below under Project Manager, the Lead Project Manager consults with the COTR and Government Case Managers concerning overall Document Center operations, scheduling, work assignments, staffing, progress reporting, security, etc. The Lead Project Manager is responsible for overall quality assurance and timeliness of delivery for all work performed out of the Document Center. The Lead Project Manager also performs overall coordinating functions with other Contractor components.

(b) Qualifications. At least six years of progressively more responsible experience in major litigation support projects, including at least one year of Project Manager experience or equivalent. Demonstrated ability to manage numerous complex and time-critical litigation support activities simultaneously, including technical/data processing support activities. Requires expert knowledge of litigation support; outstanding writing skills; outstanding oral communication skills; outstanding management skills. Must be able to anticipate litigation support needs and develop and execute detailed plans for addressing needs. Requires broad knowledge of the Government's data processing environments, including office automation networks, PC-based database and other applications, and internet and server-based database and other applications, such as Oracle, Concordance, Summation, Trial Director, etc. Should be an expert user of the Government's word processing, spreadsheet, imaging, and telecommunications systems. Undergraduate degree strongly preferred. Law degree or other pertinent graduate degree helpful.

Project Manager

(a) Responsibilities/Duties. The Project Manager is the Contractor manager with primary responsibility for all support provided to a particular case. Project Managers will generally be responsible for more than one active case at a time; a caseload of six to ten "moderately active, moderately-sized" cases would be typical, with several of the cases in the discovery and/or document coding stage, one case in trial, several in the deposition preparation/witness binder stage, etc. Extremely large or active cases may reduce the number of other cases handled by a Project Manager. In mammoth cases, involving, for example, more than 10 million pages, more than one Project Manager may be assigned to a case. The Project Manager is the Government's primary point of contact for all support for the case; the Project Manager will have frequent contact with the COTR, Government Case Managers, trial attorneys, client agency staff, and sometimes even opposing counsel. The Project Manager is responsible for planning and managing all support for the case, including monitoring work flow, progress reporting, identifying and assigning staff, budget development and tracking, coordinating technical/data processing support, and obtaining other required resources. Performs an active quality assurance role to ensure high quality work delivered on time. Ensures that proper security is maintained over all project materials, in accordance with Department security procedures. Coordinates with other Contractor components to deliver project support. When operating out of a Document Center, the Project Manager's work may be subject to coordination or direction by the Lead Project Manager.

(b) Qualifications. At least four years of progressively more responsible supervisory and management experience on major litigation support projects. Demonstrated ability to manage numerous complex and time-critical litigation support activities simultaneously, including technical/data processing support activities. Requires expert knowledge of litigation support; outstanding writing skills; excellent oral communication skills; excellent management skills. Must be able to anticipate litigation support needs and develop and execute detailed plans for addressing needs. Requires broad knowledge of the Government's data processing environments, including office automation networks, PC-based database and other applications, and internet and server-based database and other applications, such as Oracle, Concordance, Summation, Trial Director, etc. Should be an expert user of the Government's word processing, spreadsheet, imaging, and telecommunications systems. Undergraduate degree strongly preferred. Law degree or other pertinent graduate degree helpful.

Project Supervisor

(a) Responsibilities/Duties. Works under the direction of the Project Manager. For very large cases, may be directly responsible for all work in a major task area. For example, on a case involving document discovery of three million pages, a Project Supervisor may be responsible for all document discovery/document acquisition activities for the case; for a case involving an

out of town trial, a Project Supervisor may be the individual in charge of the trial support center. Alternatively, may assist several Project Managers on a multitude of smaller cases simultaneously; for example, may be responsible for coordinating delivery of document coding on one case, while simultaneously overseeing production of witness binders on another. Requires direct supervision of a variety of Contractor staff, including clerical staff and first line supervisors. May require frequent contact with Government COTR, Case Managers, trial attorneys, client agency staff, etc., as well as with other Contractor components.

(b) Qualifications. At least three years of progressively more responsible experience on major litigation support projects, including at least one year of supervisory experience. Demonstrated ability to oversee and coordinate numerous complex and time-critical litigation support activities simultaneously, including technical/data processing support activities. Requires in depth knowledge of litigation support; excellent writing skills; excellent oral communication skills. Must be able to anticipate litigation support needs and develop and execute detailed plans for addressing needs. Requires hands-on familiarity with the Government's data processing environments, including office automation networks, PC-based database and other applications, and internet and server-based database and other applications, such as Oracle, Concordance, Summation, Trial Director, etc. Should be an expert user of the Government's word processing, spreadsheet, imaging, and telecommunications systems. Undergraduate degree strongly preferred. Law degree or other pertinent graduate degree helpful. Paralegal experience helpful.

Task Supervisor

(a) Responsibilities/Duties. First line supervisor for discovery, pre-trial, and trial support activities such as document acquisition, witness binder preparation, exhibit preparation and duplication, case files set up and maintenance, trial-site/courtroom support assignments, screening/discovery efforts, etc. Reports to Project Supervisor or Project Manager. Supervises and directs Document Management Analysts, Document Management Technicians, paralegals, and clerical and other support staff to accomplish work. Reports on progress; troubleshoots; performs quality control spot-checking as necessary to ensure that work is of high quality and meets contract requirements; coordinates with other Contractor support staff, including data processing support staff; documents the work performed.

(b) Qualifications. At least two years of experience on major litigation support projects. Broad experience in a variety of areas - document center, coding shop, field discovery, etc. - is preferable to experience in one area only. Demonstrated ability to work independently in a team environment. Excellent writing skills and oral communication skills. Requires hands-on familiarity with the Government's data processing environments, including office automation networks, PC-based database and other applications, internet and server-based database and other applications, such as Oracle, Concordance, Summation, Trial Director, etc. Should be a knowledgeable user of the Government's word processing, spreadsheet, imaging, and

telecommunications systems. Undergraduate degree very helpful; substantial significant experience may be substituted for degree requirement.

Document Management Analyst

(a) Responsibilities/Duties. In addition to performing functions of Document Management Technician, as described below, performs moderately complex litigation support tasks, including, for example, detailed indexing of case files, drafting procedures for accomplishing litigation support assignments, document acquisition related tasks, etc. Proofreads and edits deliverable products. Sometimes serves as "team leader" for larger group of Document Management Technicians and clerical support staff. Often works with minimal supervision. Reports to Task Supervisor or Project Supervisor.

(b) Qualifications. One year of experience on major litigation support projects. Demonstrated ability to work independently in a team environment. Must be able to write; excellent writing skills and oral communication skills extremely important. Requires hands-on familiarity with the Government's data processing environments, including office automation networks, PC-based database and other applications, internet and server-based database and other applications, such as Oracle, Concordance, Summation, Trial Director, etc. Should be a knowledgeable user of the Government's word processing, spreadsheet, imaging, and telecommunications systems. Undergraduate degree strongly preferred; substantial significant experience may be substituted for degree requirement.

Document Management Technician

(a) Responsibilities/Duties. Under the direction of Task Supervisor or Document Management Analyst, follows established procedures in filing, retrieving, and copying case file materials; creating witness binders; preparing deposition and trial exhibits; entering data on-line to case files and other databases; proofreading, editing, and correcting OCR'd text files; retrieving and blowing back documents from microfilm and digital image media; tabbing, numbering, labeling, assembling documents; filling out log sheets and reporting on progress; performing quality control on the work of peers in all of these areas. Prepares documents for image scanning; performs other document acquisition related activities, including document screening, and phrase labeling of files to be filmed or scanned. Performs simple database searches.

(b) Qualifications. Ability to perform detailed work consistently, accurately, and under pressure extremely important. Must be able to read and follow instructions explicitly. Must have sufficient understanding of task, task objective, and the context of the task in the litigation support effort as a whole to be able to exercise enough judgement to ask questions where necessary - where instructions are not explicit, or appear to be contrary to the task objective. Must have typing/keyboarding skills, good communication skills. Must be capable of becoming

a knowledgeable user of the Government's word processing, database, spreadsheet, imaging, and telecommunications systems. Undergraduate degree preferred. Litigation support experience helpful.

Supervisory Paralegal

(a) Responsibilities/Duties. Directs and supervises the work of paralegal and other support staff, particularly on major paralegal support efforts, such as large legal research projects, or major in-courtroom support. Monitors work and reports on progress; responsible for ensuring that work meets contract and attorney requirements and is delivered on time. Troubleshoots and performs quality control spot-checks. Must be able to formulate administrative and technical procedures for getting the work done. Reports to Project Supervisor or Project Manager; may also have significant contact with COTR, Government Case Manager, trial attorneys and staff, client agency staff, and opposing counsel. Performs complex legal and factual research. Designs and develops systems and procedures for tracking, controlling, and managing case files, exhibits, and other case-specific materials. Assists trial staff in coordination with expert witnesses and litigation consultants. Arranges for access to appropriate DOJ libraries and other legal research facilities. Coordinates with other Contractor support components, including data processing support staff, in order to accomplish work.

(b) Qualifications. Requires paralegal certificate. An equivalent level of legal training may be substituted with the approval of the COTR. At least three years of litigation paralegal experience, including trial experience. At least one year of experience in automated litigation support. Must have supervisory experience. Requires sound working knowledge of legal system, legal research procedures and sources of information. Requires excellent written and oral communication skills, thorough knowledge of legal research tools such as LEXIS and WestLaw. Should have hands-on familiarity with a variety of computer applications, including word processing, database, spreadsheet, imaging, and telecommunications. Ability to consistently deliver highest quality work under extreme pressure will be very important.

Law Clerk

(a) Responsibilities/Duties. Works under the direction of a Supervisory Paralegal or a Project Supervisor. Performs complex legal research for the trial staff. Prepares draft legal documents, such as motions, briefs, memoranda of law, etc. Screens documents for privilege. Assists attorneys with all phases of litigation.

(b) Qualifications. Law degree, or currently attending an ABA-accredited law school, having completed at least one year of study. Requires demonstrated ability to utilize law library resources; working knowledge of automated research tools such as WESTLAW or LEXIS. Demonstrated excellent legal writing skills; requires excellent written and oral communication skills. Proficiency in using the Government's word processing software.

Senior Paralegal

(a) Responsibilities/Duties. Works under the direction of a Supervisory Paralegal or a Project Supervisor. Work products are reviewed prior to submission; however, often develops these products with minimal direct supervision other than written guidelines. In addition to functions performed by Paralegals, described below, performs moderately complex legal research; synthesizes transcripts of hearings and oral arguments for attorney use; reviews case related materials and identifies potentially conflicting statements or areas requiring further investigation; writes preliminary drafts of simple legal memoranda and correspondence. Contact mostly with other Contractor staff, but occasional contact with trial staff may be required.

(b) Qualifications. Requires paralegal certificate. An equivalent level of legal training may be substituted with the approval of the COTR. At least two years of litigation paralegal experience required; trial experience very helpful. At least one year of experience in automated litigation support. Requires sound working knowledge of legal system, legal research procedures and sources of information. Requires excellent written and oral communication skills, analytic ability, and thorough knowledge of legal research tools such as LEXIS and WestLaw. Should have hands-on familiarity with a variety of computer applications, including word processing, database, spreadsheet, imaging, and telecommunications. Ability to consistently deliver highest quality work under extreme pressure will be very important.

Paralegal

(a) Responsibilities/Duties. Works under the direction of Supervisory Paralegal or Project Supervisor. Following established guidelines, gathers, prepares, summarizes relevant materials for use by attorneys in preparation of opinions, briefs and other legal documents; summarizes depositions and other transcripts; maintains case files; performs simple legal research; indexes, tracks and controls exhibits and other materials at depositions and at trial. Assists attorneys in courtroom; prepares exhibit cross-references. Screens documents for relevance and privilege according to established guidelines and criteria. Performs initial compilation of documents for FOIA or production requests, subject to review by superiors and trial staff.

(b) Qualifications. Requires paralegal certificate. An equivalent level of legal training may be substituted with the approval of the COTR. At least one year of litigation paralegal experience required; trial experience very helpful. Automated litigation support experience very helpful. Must have basic legal knowledge, including knowledge of standard legal citation system sufficient to perform basic legal research. Requires excellent written and oral communication skills, thorough knowledge of legal research tools such as LEXIS and WestLaw. Should have hands-on familiarity with a variety of computer applications, including word processing, database, spreadsheet, imaging, and telecommunications. Ability to consistently deliver highest quality work under extreme pressure will be very important.

Supervisory Clerical

(a) Responsibilities/Duties: Directs and supervises clerical staff in performing support functions such as photocopying, courier/ delivery services, document retrieval, faxing information, etc. Performs quality control and ensures timely delivery of all specified deliverables. Tracks progress of all clerical activities and reports status to appropriate Contractor manager. Arranges routine and emergency servicing and maintenance of office equipment. Oversees the organization and maintenance of correspondence files.

(b) Qualifications: Ability to operate a variety of office equipment, including PCs, printers, photocopiers, scanners, telephone systems, fax machines, numbering and binding equipment, etc. Must be able to print clearly. Attention to detail very important; ability to work well in a team environment very important; ability to read and follow instructions explicitly very important. Ability to prioritize work for a number of people. Good oral and written communications skills. High school diploma or GED required.

Clerical

(a) Responsibilities/Duties. Under the supervision of Task Supervisor, performs routine document center support functions such as photocopying; delivering items; generating blowback; assembling notebooks, including pulling file copies of documents, tabbing binders, numbering, binding, labeling, re-filing documents and shelving; packing boxes and preparing them for shipment; bates stamping; ordering supplies; retrieving case materials; completing log sheets; answering phones; logging messages; faxing information, etc. Prepares documents for imaging/scanning. Assembles/disassembles documents as required, taking care to ensure that original documents are reassembled exactly to their original state. Maintains inventory/control records. Performs simple typing assignments using word processing equipment.

(b) Qualifications. Ability to operate a variety of office equipment, including PCs, printers, photocopiers, scanners, telephone systems, fax machines, numbering and binding equipment, etc. Must be able to print clearly. Attention to detail very important; ability to work well in a team environment very important; ability to read and follow instructions explicitly very important. Good oral and written communications skills. High school diploma or GED required.

Office Applications Specialist

(a) Responsibilities/Duties. Works under the supervision of a Task Supervisor or Project Supervisor. In addition to performing functions of Senior Word Processor, below, provides expert user services and support for specific office application packages, particularly word processing, graphics/presentation, and spreadsheet packages. Provides tips and assistance to other users in best use of these packages.

(b) Qualifications. At least three years word processing experience; at least one year experience in the specific office automation environment required (e.g., JCON 2a, WordPerfect Office 12/Microsoft Office 2003). Litigation support experience helpful. Should be an expert user of the Government's word processing, spreadsheet, imaging, and telecommunications systems. Must work well under pressure. Must be able to type at a minimum rate of 65 wpm with an accuracy rate of 95%. High school diploma or GED required. Excellent oral and written communication skills required. Excellent interpersonal skills required.

Senior Word Processor

(a) Responsibilities/Duties. Works under the supervision of a Task Supervisor. Types, edits, corrects, etc. documents, charts, tables, etc. as required. Proofreads, edits, and corrects OCR'd text files. Backs up files as prudent. Performs quality control over own work and work of peers. Performs simple maintenance on machines. Organizes and maintains correspondence files. Works fairly independently; does not require constant, close supervision. May serve in a coordinating role for a pool of Word Processors, monitoring workload and progress, and performing quality control.

(b) Qualifications. At least two years of word processing experience, including one year in the specific office automation environment required (e.g., JCON 2a, WordPerfect Office 12/Microsoft Office 2003). Must be able to type at a minimum rate of 65 wpm with an accuracy rate of 95%. High school diploma or GED required. Excellent oral and written communication skills required. Ability to produce highest quality work under extreme pressure very important.

Word Processor

(a) Responsibilities/Duties. Works under the supervision of a Task Supervisor. Types, edits, corrects, etc. documents, charts, tables, etc. as required. Proofreads, edits, and corrects OCR'd text files. Backs up files as prudent. Performs quality control over own work and work of peers. Performs simple maintenance on machines. Answers phones.

(b) Qualifications. At least one year of word processing experience with the word processing package being used (e.g., WordPerfect 12/Word 2003). Familiarity with specific office automation environment (e.g. JCON 2a) helpful. Must be able to type at a minimum rate of 65 wpm with an accuracy rate of 95%. High school diploma or GED required. Excellent oral and written communication skills required. Ability to produce highest quality work under extreme pressure very important.

Receptionist

(a) Responsibilities/Duties. Works under the supervision of a Task Supervisor at a large document center. Answers telephones, greets visitors, maintains Document Center sign-in logs and visitor badges. Performs typing/word processing and other clerical support functions.

(b) Qualifications. At least one year of word processing experience with the word processing package being used (e.g., WordPerfect 12/Word 2003). Familiarity with specific office automation environment (e.g. JCON 2a) helpful. Must be able to type at a minimum rate of 65 wpm with an accuracy rate of 95%. Excellent oral and written communication skills required. High school diploma or GED required. Pleasant telephone manner extremely important; pleasant manner in greeting visitors extremely important.

Field Discovery Manager

(a) Responsibilities/Duties. Directs and manages the work of other staff, including first and mid level supervisors, in the acquisition of documents and other evidence in extremely large and complex cases, or for several such cases simultaneously. Under the direction of the Project Manager, coordinates with other major Contractor components as required, to accomplish work, and to ensure that the discovery/acquisition efforts are integrated into the litigation support project as a whole. Develops and implements screening criteria; manages multiple teams of paralegals and screeners at multiple simultaneous sites. Oversees scanning efforts. Responsible for all aspects of establishing and running these discovery/acquisition efforts, including hiring staff, obtaining space and access to documents, identifying and meeting litigation deadlines, establishing procedures and workflow, progress reporting, etc. Serves as primary Contractor point of contact for these efforts; frequent contact with COTR, Government Case Managers, trial attorneys, client agency staff, and opposing counsel is required. The Government expects to order services under this CLIN only under extremely exceptional circumstances. In the vast majority of instances, the Contractor is expected to perform these functions as part of Document Acquisition unit rates; even in the rare instances in which Document Acquisition is performed on an hourly basis, the Government expects these functions to be performed by a less senior manager.

(b) Qualifications. At least four years of supervisory and management experience on major litigation support projects, including at least one year experience in a supervisory or management position on a major, complex discovery effort. Demonstrated ability to oversee and coordinate numerous complex and time-critical litigation support activities simultaneously, including technical/data processing support activities. Requires in depth knowledge of litigation support; excellent writing skills; excellent oral communication skills. Requires hands-on familiarity with the Government's data processing environments, including office automation networks, PC-based database and other applications, server-based database and other applications, especially Concordance, Summation, Oracle, and MS Access. Should be an expert

user of the Government's word processing, spreadsheet, imaging, and telecommunications systems. Requires undergraduate degree. Requires law degree. Substantial significant experience may be substituted for degree requirements.

Document Coder

(a) Responsibilities/Duties. Extracts bibliographic and/or subjective information from documents, invoices, phone records or other source material and records the extracted information onto a DCF or directly inputs the information into a data entry screen.

(b) Qualifications. High school diploma or GED certificate required, undergraduate degree preferred. Must have demonstrated ability to analyze documents to extract appropriate level of information. Must have typing skills and familiarity with office automation systems, especially data entry programs. Must be able to pay attention to detail; and must understand oral and written instructions, and follow instructions explicitly and consistently.

Data Entry Technician

(a) Responsibilities/Duties. Enters data into variety of computer systems. Enters data in prescribed format for subsequent processing. Reviews error messages and makes corrections during data entry. Maintains operating records. Logs and controls documents.

(b) Qualifications. One to two (1-2) years of general data entry experience to include experience operating an alphanumeric keyboard. Experience in a litigation support environment preferred. Must have high school diploma or GED certificate. Requires ability to operate a variety of office automation equipment and personal computers. Ability to work independently and pay attention to detail.

Scanner Operator - CFE

(a) Responsibilities/Duties. Operates digital image scanning equipment to capture images and generate associated OCR text. Under this CLIN, the Contractor must provide use of Contractor-owned equipment, as well as any necessary supplies, as part of the CLIN rate. Follows established scanning and quality control procedures in producing digital files in specified format for further processing. May be required to prepare documents for scanning by disassembling prior to scanning and reassembling afterward. May be required to record file level information and physical attachment information during the scanning process. Performs routine maintenance on equipment. Maintains production logs and equipment maintenance logs.

(b) Qualifications. One year experience working with image scanning and conversion equipment, including hands-on experience with the specific equipment being used. Must be able to set up, operate and perform routine maintenance on these machines. Attention to detail

extremely important; ability to produce high quality work under adverse conditions and time pressures extremely important. Previous litigation support experience very helpful. Good oral and written communication skills very important. Undergraduate degree preferred.

Scanner Operator - GFE

Same as C.6.8.20, Scanner Operator - CFE, except that under this CLIN, user equipment and supplies will be provided by the Government.

Trial Consultant/Graphics Specialist

(a) Responsibilities/Duties. Consults with the trial team, including attorneys, paralegals, expert witnesses, and the Case Manager, to conceptualize and develop strategies, appropriate graphics and other media for presenting evidence at trial, including oversize charts for display in the courtroom, computer-generated graphics for projection or display on computer monitors, animations, simulations, multi-media slide shows, audio and video clips, etc. Recommends effective presentation formats, color schemes, scripting, and sequencing. Using computer and other graphics tools, generates specialized graphics and other complicated exhibits and presentation materials in a format which can be used in the courtroom or other presentation venues. Oversees and coordinates production of highly technical and complex items such as computer simulations and animations which require a production studio. Note that this is intended to be a senior level individual, with substantial, very specialized expertise, who can provide innovative, case-specific solutions. This labor category will only be required very rarely; it will not be required for most trials.

(b) Qualifications. Demonstrated ability to recommend and produce high-quality graphics and other presentation media, using computer tools and other professional graphics and multi-media development tools. Must be fully trained in the tools used. Demonstrated ability to evaluate the effectiveness of graphic and multi-media presentations, and to make constructive suggestions for improving. Must be able to understand the arguments being supported by the graphic materials, and to translate that understanding into effective media presentations. Must have outstanding oral communications skills for discussing case and exhibits with the trial team, including expert witnesses. Prior experience in the trial support environment is expected, as is familiarity with standard courtroom presentation packages such as Trial Director and Sanction.

Courtroom AV/Hardware Specialist

(a) Responsibilities/Duties. Consults with the trial team, court and courthouse staff, court reporters, and opposing counsel to develop plans for equipping a courtroom for a "paperless trial." Recommends appropriate equipment, software, etc., taking into account courtroom layout and lighting, whatever equipment may already be available, requirements for cost sharing between the parties, requirements for portability, trial schedule, the preferences of the judge, etc.

Obtains, installs, integrates, tests, and maintains equipment, cabling, and software, particularly for complex installations. This labor category will only be required very rarely; it will not be required for most trials.

(b) Qualifications. Demonstrated ability to develop and execute plans for setting up "paperless trial" courtrooms. Requires outstanding oral communications skills; for example, may be required to meet with the trial team, court reporters, opposing counsel, or the judge to discuss courtroom requirements, to explain clearly the capabilities and limitations of various equipment and distribution options, and to make a compelling case for the optimum solution. Needs to be able to anticipate in-courtroom problems with hardware and software so as to minimize their impact. Must be thoroughly familiar with standard courtroom presentation software packages, such as Trial Director and Sanction. Must be thoroughly familiar with the state of the art in courtroom presentation hardware, distribution systems, techniques, and procedures.

Courtroom Presentation Specialist

(a) Responsibilities/Duties. Works with the trial team, including expert witnesses, to develop plans for presenting a case in the courtroom using a courtroom presentation system. Works with the trial team both before trial and during trial to develop scripts for presenting exhibits in a particular order to support testimony. Scans exhibits into courtroom presentation system, prepares exhibit images for particular uses (e.g. zooming in on or highlighting a particular paragraph, or setting up two exhibits side by side on the screen). Develops simple graphic images/exhibits using standard off the shelf software packages. Advises attorneys on the effectiveness of certain exhibits or sequences of exhibits. Is responsible for the smooth operation of the presentation system in the courtroom. Advises attorneys on equipment, distribution system, and software requirements for limited or routine courtroom configurations; obtains, installs, tests, sets up appropriate equipment and software. Digitizes audio and video clips; synchronizes clips with written transcripts. Note that, for most trials, even including most large trials, we expect that the Courtroom Presentation Specialist will be the only contractor staff member needed to work with the attorneys in preparing for trial and in presenting materials in the courtroom. That is, the services of the Graphics Specialist and of the Courtroom AV/Hardware Specialist will be required only very rarely. The Courtroom Presentation Specialist needs to be a "jack-of-all-trades" capable of performing all trial and courtroom support functions, including equipment set up and troubleshooting, scripting, advising on graphics presentations, and in-courtroom operation of equipment.

(b) Qualifications. Demonstrated ability to work effectively with a trial team through the entire pretrial and trial cycle, identifying and scanning exhibits, scripting with the attorneys, setting up the courtroom, operating and troubleshooting the system in the courtroom. Must be thoroughly familiar with standard courtroom presentation packages such as Trial Director and Sanction. Must have excellent oral communication skills. Must be able to work effectively as a team member in an extremely pressured environment. Must be able to travel for long periods of

time. Must be able to work long hours for an extended period of time. Trial experience very strongly preferred. Familiarity with DOJ office automation environment helpful; other automated litigation support experience helpful.

TECHNICAL SUPPORT PERSONNEL

(a) The personnel described below are contractor technical support personnel who will provide much of the support for the litigation support applications used by the DOJ divisions. For example, these will be the personnel who convert and load data files produced in discovery into appropriate computer applications; or who administer the application servers used to support particular instances of litigation; or who set up customized programs and applications to manage, retrieve, and manipulate data to meet the specific needs of the cases supported.

(b) The Government views the Systems Manager, Technical Analyst, and Network Analyst/Engineer as very high level technical personnel, to be employed only rarely, as, for example, on very large and complex projects, or to find solutions to exceedingly difficult technical problems, or to develop innovative, alternative approaches to traditional litigation support methods and procedures. It further views them as being at approximately equivalent levels of seniority, although with different skills and areas of expertise. So, for example, on a very large project, it might be that a Technical Analyst and a Network Analyst/Engineer report to a Systems Manager, somewhat as consultants might, and are viewed as peers of the Systems Manager, with their particular areas of technical expertise.

(c) The other technical support personnel can be grouped into three general areas: systems analysis (which may be thought of as primarily software/application oriented, and which concentrates chiefly on data manipulation via database management, programming, etc.), system administration (which may be thought of as primarily hardware and system-oriented, and concentrates chiefly on server administration, storage management, network administration, etc.), and user support. The Government views the relative levels of seniority across these other positions as follows (although specific skills will obviously be different for the different groups):

Systems Analysis	System Administration	User Support
Senior Systems Analyst	Senior System Administrator	User Support Program Manager
Systems Analyst	System Administrator II	Applications Manager
Senior Programmer	System Administrator I	Help Desk Supervisor/Senior User Trainer
Programmer	Network Administrator	User Trainer/Senior User Support Specialist
Electronic Files Specialist		Help Desk/User Support Specialist
	PC Technician	

(d) The maintenance of system and data security will be a rigorously enforced requirement on all work performed under this contract. Accordingly, the Government considers the appropriate level of security awareness and of active security enforcement to be among the inherent responsibilities and duties of every technical position at every level. This being so, the requirement is stated here as a general requirement, rather than being separately reiterated for every position. Technical personnel will be considered responsible under the contract not only for knowing and observing Government and contract security requirements, but also for ensuring a high level of security awareness among their co-workers, and for promptly reporting any security lapses or violations. Security awareness and practice will be among the factors the Government will consider in evaluating personnel for new or higher technical positions and on their performance in those positions. Work and proposals that otherwise appear to exhibit higher levels of skill and attainment, but that do not also exhibit the corresponding levels of security practice or incorporate the appropriate security measures, will to that extent be considered technically deficient.

Systems Manager

(a) Responsibilities/Duties. Technical manager responsible for all technical aspects of very large projects, particularly those with unique and/or complex requirements. For example, for reasons of security, or location, or because of specialized software requirements or telecommunications access needs, some projects may require establishing a separate, dedicated local area network, with a dedicated database server. Other projects may require setting up a large number of specialized databases, or customized applications for analyzing case data, and an IT support staff dedicated to the maintenance of these systems. In such instances, the Government may order the services of a Systems Manager to manage all of the IT resources for the project, from hardware and software, to staffing, to coordination and interconnection with other, already existing systems. The Systems Manager typically reports to the Contract IT Manager or to the Lead Project Manager or Deputy Division Director for the project. The Systems Manager must take a very proactive, leadership role in managing the IT aspects of the project, including actively coordinating with a variety of Government representatives, other contractors, and other project and Contractor components, anticipating problems, hiring and training staff, etc. Manages user help desk support, system and user documentation, system and user training. Oversees development of configuration management, risk analysis, and disaster recovery solutions. Ensures that system and data security are adequately implemented and enforced. Consults with COTR regarding scheduling of work, personnel assignments, priorities and progress reporting; plans, staffs, schedules, and develops cost estimates for work to be performed; reports on progress. Directs and supervises staff; ensures conformance to functional requirements, technical design, and work standards; ensures successful completion of work, timeliness of deliverables, and quality control.

(b) Qualifications. This is a very senior level position, and candidates must demonstrate substantial, in-depth skills and experience specific to the requirements of the system/installation. For example, if the system involves a Sun Solaris Oracle application, to be made available across the JCON network, this individual would need have at least three years of hands-on experience in actually doing the work of setting up Sun servers, and in installing, running, and maintaining Oracle applications, in a large scale office automation network. Other systems and installations will require different sets of skills: Windows based systems will require more specific hands-on experience setting up and running those systems and applications; browser based systems will require extensive hands-on experience setting up and maintaining browser based applications. At least several years of first line management experience will also be required. Experience in implementing user support help desks extremely helpful; experience developing and deploying new applications to an established user group extremely helpful. Experience in a litigation support environment would be extremely helpful, as would be hands-on experience in a Windows office automation environment such as JCON. Excellent oral and written communication skills are required. Trial support experience a plus. In all cases, management skills, systems analysis and leadership skills, and communications skills will be extremely important. Undergraduate degree strongly preferred; preferably in the computer science or information management/technology disciplines.

Technical Analyst

(a) Responsibilities/Duties: The Technical Analyst is a very senior IT professional with outstanding or unique skills and analytic abilities, particularly with respect to specific application software, operating systems, or technologies. The Technical Analyst consults with Contractor and Government management to identify systems requirements and make recommendations for technical solutions to systems problems; manages a systems project through all phases including applications development, applications maintenance, systems documentation, quality assurance and user support; provides technical advice, supervision, and guidance to the IT team; evaluates programs in terms of efficiency, effectiveness, quality and interoperability with client systems; evaluates and develops systems software and hardware requirements along with short and long range planning, including systems integration solutions and telecommunications requirements; translates advanced concepts into practical and effective solutions using structured techniques to define requirements; develops feasible alternatives and estimates costs of implementation. Makes presentations of findings, recommendations, and specifications in formal reports and oral presentations to a variety of audiences, including non-technical personnel. May be required to perform supervisory or managerial duties.

(b) Qualifications. This is a very senior, high level technical position. Candidates must demonstrate mastery level skills designing, implementing, and troubleshooting applications, and making use of the software or technology for which consulting services are required. At least five years of specific, hands-on experience actually doing such work is usually expected. For example, if a project involves a large-scale Oracle application in a Unix environment, the

candidate will have to have had five or more years experience developing large-scale Oracle applications employing and integrating a variety of Oracle products, features, and capabilities, such as Oracle Forms and Reports, Oracle Internet Developer Suite, and PL/SQL functions and procedures, together with user exits to other programs, and interactions with operating system shell scripts. Other applications will require other sets of skills and competencies. It is extremely important that candidates demonstrate a successful history of difficult and complex problem-solving with respect to the appropriate systems. Excellent oral and written communications skills required. Litigation support experience helpful. Undergraduate degree strongly preferred; preferably in the computer science or information management/technology disciplines; graduate degree in computer science or information management/technology preferred. Some supervisory or managerial experience may be required.

Network Analyst/Engineer

(a) **Responsibilities/Duties.** The Network Analyst/Engineer functions as a high-level consultant to the COTR and the litigation team with regard to major systems installations and requirements. Analyzes the system needs for especially large and complex litigation support requirements, and recommends overall hardware, software, and telecommunications solutions, taking into account the latest proven technologies, all appropriate DOJ and agency security and accessibility policies, regulations, and requirements, as well as end user needs, where the end users may range from attorneys and paralegals accessing a database over a LAN, or authorized users connecting remotely via a TCP/IP connection into a DOJ computer resource or a groupware/workflow system, to members of the public accessing via the internet. Identifies appropriate technologies, designs and implements overall system solutions, including procuring hardware, software, and communications devices, installing and integrating them, testing and troubleshooting, developing and delivering user training. Develops comprehensive system configuration documentation; documents procedures. Establishes and enforces appropriate system and data security measures, including firewalls and disaster recovery systems. Designs protocols for overall system operation and maintenance. Directs and manages the overall effort of a contractor team in accomplishing these tasks. Note that this is not a position for a junior level person who is a "certified engineer" for a particular product; requirements are at a much higher level than that. Contractor employees in this position are expected to research, design, and integrate innovative technical solutions to litigation support needs, not simply install proven configurations. Coordinates with the COTR, Government Case Managers, and IT staff in performing all of these functions, as well as with Contractor staff at all appropriate levels. Reports on progress; provides system documentation.

(b) **Qualifications.** Demonstrated success in analyzing user requirements and delivering whole system solutions, including hands-on experience with procuring, installing, and integrating complex information systems. At least five years of directly applicable experience will generally be expected, including full cycle experience, from design through maintenance. Experience with litigation support environments extremely helpful, including experience with very large, image-

enabled document databases. Must be very familiar with the current state of technology as applies to the systems environment. Must be familiar with current DOJ office automation systems. Must be thoroughly familiar with DOJ security and accessibility regulations. Requires excellent oral and written communications skills. Undergraduate degree strongly preferred; preferably in the computer science or information management/technology disciplines.

Technical Writer

(a) Responsibilities/Duties. Develops detailed user guides, reference manuals, program maintenance manuals, document coding manuals, and other forms of documentation for specific databases and application systems. Has a firm and detailed understanding of the systems being described. Reviews and tests databases and application systems for ease of use, consistency, accuracy and responsiveness. Coordinates and organizes material gathered from other members of the technical staff and makes necessary changes in format as appropriate. Creates technical materials and documentation, and edits them for grammar, organization, and clarity. Prepares and edits technical graphical presentation materials for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation accordingly. In conjunction with technical or management experts, writes up requested studies such as requirements analyses, risk analyses, technology assessments, strategic and tactical planning, market surveys, budget reviews, etc. Prepares materials for use in training sessions and seminars. Provides oral and written status reports.

(b) Qualifications. Two years experience in writing a variety of documents including technical manuals, user guides, etc., for both COTS and non-COTS products. Writing skills as well as standard documentation formatting skills are, of course, of paramount importance to this position. Must be able to state complex ideas or concepts simply and clearly. Experience in IT field essential. Experience preparing materials to be used in training, for reporting, or for distribution required. Requires demonstrated ability to communicate technical subjects to non-technical staff. One year experience in automated litigation support strongly preferred. Hands-on familiarity with the Government's IT environments, including office automation networks, and PC and server based databases and applications, such as Oracle, Concordance, Summation, MS Access, will be expected. Should be an expert user of the Government's word processing, spreadsheet, imaging, and telecommunications systems. Requires excellent written and oral communications skills. Undergraduate degree very strongly preferred.

Forensic Analyst

(a) Responsibilities/Duties: The Forensic Analyst will be responsible for acquiring, preserving, analyzing and producing digital evidence. Duties include assisting investigators and attorneys with the seizure and securing of digital evidence, providing expert guidance on the extraction, transfer, and storage of electronic data so as to preserve the integrity of the evidence, documenting the chain of custody, and assisting forensic experts and attorneys in preparing

reports and other written material concerning the production, analyses, and preservation of electronic evidence. This individual must be able to converse clearly with both technical and non-technical parties and act as an conduit in communicating technical details to non-technical parties in a clear and concise manner.

(b) Qualifications: One year of experience as a Forensic Analyst or equivalent position. May substitute one or more years work experience in computer hardware, network administration, or cyber crime investigations and successful completion of a computer forensic proficiency, certification, or qualification test (such as CCE, IACIS, Encase, DCITP) within the last 2 years. A+ certification or equivalent. Excellent written and verbal skills are required. Experience with common forensic tools such as Encase, Forensic Tool Kit, Ilook required. Undergraduate degree preferred.

Senior Systems Analyst

(a) Responsibilities/Duties. Typically reports to Contractor IT Manager, to Systems Manager, or to Lead Project Manager. Consults with COTR, Government Case Managers, and trial attorneys as to system requirements and proposed technical approach to IT needs. Based on information gathered from such consultations, determines system and project requirements; based on definition of system requirements, designs entire system to meet those requirements. On smaller projects, may perform entire range of technical support, including data file conversions, program validations and testing, etc. Performs systems evaluations; makes presentations of findings, recommendations, and specifications in formal reports and in oral presentations. Also consults with COTR regarding task orders, scheduling of work, personnel assignments, priorities and progress reporting; plans, staffs, schedules and develops cost estimates for work to be performed under task orders; reports on contract and task order progress. Directs and supervises personnel assigned to perform on task orders, ensuring conformance to work standards and ensuring that the technical design conforms to functional requirements; ensures successful completion of work, timeliness of deliverables, and quality control. Prepares system/technical documentation; works under configuration management plan. Performs and supervises the technical aspects of the tasks; organizes and conducts user training sessions; prepares training material and training manuals.

(b) Qualifications. This is a senior level technical position, often the most senior level technical position for all work for a particular DOJ component. Must demonstrate substantial, hands-on, successful experience in actually doing the work on the systems being used, usually at least five years of such experience. For example, if most of the databases will be set up using Concordance on a Windows server accessed via the JCON network, the Senior Systems Analyst should have substantial experience, and expertise, in actually doing the work of setting up, populating, troubleshooting, maintaining, documenting, and training users in Concordance databases in that environment. Other systems environments will require other specific sets of skills. Requires broad knowledge of the Government's IT environments, including office

automation networks, and PC and server based databases and applications. Experience in a litigation support environment extremely helpful. Excellent oral and written communication skills are required. Supervisory experience very strongly preferred. Ability to lead a technical team, and to give it direction, will be very important, as will the demonstrated ability to analyze the attorneys' needs, and to design and implement a whole system solution to those needs. Undergraduate degree strongly preferred; preferably in the computer science or information management/technology disciplines.

Systems Analyst

(a) Responsibilities/Duties. May work directly with Government staff and/or under the direction of the Contract IT Manager, Systems Manager, Senior Systems Analyst, or Lead Project Manager. Based on information gathered from the COTR, Government Case Managers, and trial staff, defines system and project requirements; designs entire system to meet defined requirements; works out the details of functional and design requirements, systems design, programming specifications, data elements, data validation specifications, data capture mechanisms, and data conversion procedures through discussions with Government staff and own superiors; translates the functional requirements into systems designs suitable for development of appropriate computer programs; tests software, including preparation and use of sample data for testing purposes. Makes presentations of findings, recommendations, and specifications in formal reports and in oral presentations. Develops systems documentation required in the task orders. Consults with Government staff and with other Contractor staff to assure understanding of task objectives, identifies problems and suggests improvements. Provides technical expertise, direction and supervision to lower level personnel; may sometimes function as a technical supervisor or team leader for a project. Reports on progress to Government staff and to superiors. Provides user and technical documentation and training for systems developed.

(b) Qualifications. Must demonstrate substantial, hands-on, successful experience in actually doing the work on the systems being used, usually at least three years of such experience. For example, if the work requires setting up interconnected Oracle databases in a Unix environment, the Systems Analyst must have substantial experience in actually doing the work of setting up Oracle databases in a Unix environment, including designing, implementing, troubleshooting, populating, maintaining, documenting, and training users on such systems. Other systems environments and specific project requirements will call for other specific sets of technical skills. Must demonstrate ability to analyze system requirements and translate those requirements into a coherent system design. Requires broad knowledge of the Government's IT environments, including office automation networks, and PC and server based databases and applications. Supervisory or team leader experience very useful. Requires excellent oral and written communication skills. Experience in automated litigation support very helpful. Undergraduate degree strongly preferred; preferably in the computer science or information management/technology disciplines.

Senior Programmer

(a) Responsibilities/Duties. Usually works under the direction of a Project Manager or more senior Contractor IT staff on a particular application. As an expert programmer, independently develops, modifies, and maintains complex programs to support litigation environment applications, such as litigation support databases, associated management systems, and analytical systems. Translates program requirements into program code; tests, debugs and refines programs to process data in accordance with written specifications; revises programs to increase efficiency and reduce operating time. Develops data entry screens and other user interfaces; develops and implements standardized reports, and creates and generates specialized and ad hoc reports as required; loads data files into databases following appropriate edit and pre-processor steps and routines; performs database backups. Provides oral and written status reports to the Project Manager and/or more senior IT staff. Provides technical direction and supervision to other programmers. May oversee a small team of technical support staff in a document center or other site, and coordinate technical support provided at that site. Develops end user and technical documentation and provides training for all systems developed.

(b) Qualifications. Requires substantial, hands-on programming experience in the systems environment being used. For example, if most programming will be in support of a large Oracle application with a web based interface, the senior programmer must have demonstrated successful experience developing programs in that environment using appropriate tools/languages such as JavaScript, HTML, ASP, Oracle Internet Developer Suite, SQL*Plus, and PL/SQL. At least two years of directly applicable experience required. At least three years of overall programming experience will generally be expected, including experience with large-scale database management systems. Broad knowledge of the Government's IT environments, including office automation networks, and PC and server based databases and applications, extremely helpful. Supervisory or team leader experience very useful. Requires excellent oral and written communication skills. Experience in automated litigation support very helpful. Undergraduate degree strongly preferred; preferably in the computer science or information management/technology disciplines.

Programmer

(a) Responsibilities/Duties. Usually works under the direction of more senior Contractor IT staff on a particular application. Develops, modifies, and maintains complex programs to support litigation environment applications, such as litigation support databases, associated management systems, and analytical systems. Translates program requirements into program code; tests, debugs and refines programs to process data in accordance with specified requirements; revises programs to increase efficiency, reduce operating time. Develops data entry screens and other user interfaces; develops and implements standardized reports, and creates and generates specialized and ad hoc reports as required; loads data files into databases following appropriate edit and pre-processor steps and routines; performs database backups.

Provides oral and written status reports to the Project Manager and/or more senior IT staff. Documents programs and system logic. Develops, documents and executes archival procedures. Provides oral and written status reports to more senior IT staff. Provides end user and technical documentation and training for all systems developed.

(b) Qualifications. Requires substantial, hands-on programming experience in the systems environment being used. For example, if most programming will be in support of a large Oracle application with a web based interface, the programmer must have demonstrated successful experience developing programs in that environment using appropriate tools/languages such as JavaScript, HTML, ASP, Oracle Internet Developer Suite, SQL*Plus, and PL/SQL. At least one year of directly applicable experience required. At least two years of overall programming experience will generally be expected, including experience with large-scale database management systems. Broad knowledge of the Government's IT environments, including office automation networks and PC and server based databases and applications. Requires excellent oral and written communication skills. Experience in automated litigation support very helpful. Undergraduate degree strongly preferred; preferably in the computer science or information management/technology disciplines.

Electronic Files Specialist

——(a) Responsibilities/Duties. This is an entry level position operating under the direction of more senior Contractor IT staff. Provides hands on file manipulation, loading, and conversion services. Creates and modifies files for upload into COTS products and performs individual file conversion in support of electronic file processing. Will be required to develop, evaluate and modify methodologies and procedures for manipulating files for use with COTS products and litigation support applications. Must be able to ensure the accuracy of data loading, manipulation, and conversion by performing and documenting quality and accuracy checks.

(b) Qualifications. Requires at least one year of experience with the applications actually being supported. Knowledge of DOS and/or other file manipulation applications extremely helpful. Experience in automated litigation support extremely helpful. Knowledge of Government's IT environment, including office automation networks, PC and server based applications very helpful.

Senior System Administrator

(a) Responsibilities/Duties. The Senior System Administrator is responsible for the operation and maintenance of IT systems and facilities set up by the Government to provide automated litigation support IT resources to specific cases. In the Civil Division, for example, Sun Solaris servers running Oracle and other software packages provide dedicated support to the Winstar family of cases; in this instance, the servers are accessed primarily via the JCON office

automation network. Other Divisions have their own specific needs for their own installations.

(b) The Senior System Administrator may be responsible for establishing such systems and facilities. For existing systems and facilities, this person is responsible for keeping the systems running; monitoring, analyzing, and optimizing system performance, including making recommendations for improving performance; performing scheduled system backups; assigning user IDs and passwords; allocating and tracking disk space; providing consulting support and advice to, and coordinating with, IT users responsible for specific applications/databases on the servers; identifying and ordering needed supplies, hardware, software and accessories; and performing hardware and software upgrades. Implements and enforces system, facility, and data security measures, including resources and procedures for disaster recovery. Administers not only hardware and operating system software, but also database and other applications software. The Senior System Administrator coordinates with the COTR and DOJ technical staff on all these issues, and coordinates with the DOJ office automation network administration staff on issues having to do with the network itself. Supervises and manages subordinate staff. Reports on progress; develops tools for system-wide use in developing applications; prepares system documentation. The Senior System Administrator is the lead Contractor employee responsible for system implementation, orchestrating installation and testing. The Senior System Administrator works with other senior level Contractor technical staff, including Systems Engineers and Technical Analysts, to ensure that the system as designed and implemented meets the overall system objectives.

(c) Qualifications. At least five years of hands-on, directly applicable experience actually doing the work of implementing the kinds of systems being set up - e.g., Unix, Windows, internet, Network Storage Solutions, etc. - will usually be expected. It is essential that the individual actually have done the work of designing, obtaining equipment and software, installing, integrating, testing, etc., in the environment required. Must have experience with large systems, with a complex mix of operating systems and functions. Must have a good understanding of the specific applications and application software, e.g., Oracle, Concordance, etc. CNE certification highly desirable. At least one year of experience setting up large scale database management applications, using the applicable database management software. Experience in storage technology planning, performance capacity planning and modeling, applications planning, human factors issues, distributed processing, and business process analysis. Requires in-depth knowledge of the Government's IT environments, including office automation networks and PC and server based databases and applications. Requires in-depth knowledge of the Government's security requirements. Litigation support experience extremely helpful. Excellent written and oral communication skills required. Supervisory experience very strongly preferred. Undergraduate degree strongly preferred; preferably in the computer science or management information/technology disciplines.

System Administrator II

(a) Responsibilities/Duties. The System Administrator II and the System Administrator I perform essentially the same functions, but the System Administrator II is a more senior position. The System Administrator is responsible for the operation and maintenance of IT systems set up by the Government to provide automated litigation support IT resources to specific cases. For large scale systems, the System Administrator (I or II) may assist and back up the Senior System Administrator; for more moderately sized systems, the System Administrator may be responsible for the entire installation. The System Administrator is responsible for keeping the systems and services up and running; monitoring, analyzing and optimizing server and system performance, including making recommendations for improving performance; performing scheduled system backups; assigning user IDs and passwords; allocating and tracking disk space; providing consulting support and advice to, and coordinating with, IT users responsible for specific applications/databases on the servers; identifying and ordering needed supplies, hardware, software and accessories; and performing hardware and software upgrades. Implements and enforces system, facility, and data security measures, including resources and procedures for patch management, security reporting, and disaster recovery. Administers not only hardware and operating system software, but also database and other applications software. The System Administrator coordinates with the COTR and DOJ technical staff on all these issues, and coordinates as well as with the DOJ office automation network administration staff on issues having to do with DOJ office automation networks. Reports on progress; develops tools for system-wide use in developing applications; prepares system documentation. The System Administrator II may have some supervisory responsibilities.

(b) Qualifications. At least three years hands-on, directly applicable experience actually doing the work of implementing the kinds of systems being set up - e.g., Unix, Windows, internet, etc. - will generally be expected. It is essential that the individual actually have done the work of designing, obtaining equipment and software, installing, integrating, testing, etc., in the environment required. Must have a good understanding of the specific applications and application software, e.g., Oracle, Concordance, web hosting, etc. CNE certification highly desirable. At least one year of experience setting up large scale database management applications, using the applicable database management software. MS Windows experience. Experience in storage technology planning, performance capacity planning and modeling, applications planning, human factors issues, distributed processing, business process analysis. Requires at least six months' experience on the job at the specific installation being administered; in general, individuals will be promoted into this position from within, rather than hired from outside. Requires in-depth knowledge of the Government's IT environments, including office automation networks and PC and server based databases and applications. Requires in-depth knowledge of the Government's security requirements (i.e. NIST, E-Gov, FIPS, FISMA, and DOJ regulations). Litigation support experience helpful. Excellent written and oral communication skills required. Undergraduate degree preferred; preferably in the computer science or management information/technology disciplines.

System Administrator I

(a) Responsibilities/Duties. See System Administrator II, above.

(b) Qualifications. Same as System Administrator II, except for the requirement for six months' experience on the job with the specific installation being administered. At least two years hands-on, directly applicable experience actually doing the work of implementing the kinds of systems being set up - e.g., Unix, Windows, internet, etc. - will generally be expected.

Network Administrator

(a) Responsibilities/Duties: The Network Administrator is responsible for designing, installing, configuring, operating, and maintaining small scale or temporary local area networks for litigation support for specific cases. These installations can be required at a field trial support facility, for example, or at a small document center, using GFE. Installations will usually be proven configurations which have already been tested and assembled before being shipped out; configurations may include more than one server to host database and other applications. The Network Administrator may also function as a junior System Administrator on a larger system administration team, assisting with the duties of overall system administration. The Network Administrator reports to more senior Contractor IT or project management, and coordinates activities with the COTR and DOJ technical staff. The Network Administrator is responsible for troubleshooting and making necessary adjustments to the network operating system, networked software, and related hardware components to maintain reliability of all systems and hardware. The Network Administrator works with other contract IT staff to install, test, modify, and maintain distributed processing databases on the LAN. Receives task assignments from the Contractor Project Manager or from more senior IT staff.

(b) Qualifications. One to two years experience in the design, installation, testing, debugging, modification, and maintenance of local area networks will generally be expected; experience must be directly applicable to the LAN environment being used. MS Windows experience. Prior experience on a Government IT contract preferred. Two (2) years technical training in computers or graduation from an accredited computer training institute; however, significant experience may be substituted for the education requirement. Demonstrated experience in the use of LAN to LAN and LAN to WAN connectors such as bridges, gateways, routers. Experience in the installation and troubleshooting of CAT5 cabling and peripherals. Demonstrated experience in data communications and related hardware, such as NIC cards, encryption devices, and multiplexers. Knowledge of litigation support and litigation support software helpful. Excellent oral and written communication skills. Excellent end user interaction skills.

PC Technician

(a) Responsibilities/Duties. Usually works under the direction of the lead Contractor IT staff member for a given site. The PC Technician is responsible for set-up, on-site maintenance, and diagnostic services for contractor support of GFE PC's and other IT equipment, including printers, external storage devices, scanners, etc. Assists users in troubleshooting and whenever possible correcting operating and hardware problems. Recommends equipment/software improvements or fixes. Installs new hardware and software as well as upgrades. Makes relevant operating system changes to PC's. Performs requisite maintenance on equipment where necessary and not covered under maintenance or warranty; arranges for other maintenance. Coordinates both with more senior Contractor project and IT staff, and with Government IT staff on all of these matters, as well as on matters having to do with the connection of these PCs to the Division's office automation network.

(b) Qualifications. Experience performing repairs, maintenance and troubleshooting on Windows. based personal computers. Experience performing repairs, maintenance and troubleshooting in LAN or WAN environment. Previous experience on other Government contracts preferred, especially in litigation support environment. Excellent end user interaction skill required. Graduation from a recognized computer repair training program or equivalent experience strongly preferred.

User Support Program Manager

(a) Responsibilities/Duties. The User Support Program Manager is the senior Contractor responsible for designing, implementing, and overseeing end-user support for a large organizational component employing a broad spectrum of applications and hardware. For example, in the Civil Division, the User Support Program Manager would be the senior person overseeing the Division's Self Help Program. Responsible for designing, directing, and evaluating the effectiveness of the entire program. Oversees all aspects of user and system documentation, training, communications, budgeting and staffing. Proactively seeks improvements to products, technologies, and approaches, and independently provides recommendations to Government managers on the best ways to make applications available, and on which packages might be best suited for particular needs or the existing technical environment. Reports to the Contractor IT Manager or the Systems Manager for a very large case, but works extensively and directly with Government managers, attorneys, IT personnel, and support staff.

(b) Qualifications. At least seven years of providing direct support to end users of computer applications preferred, including at least three years supervising a team providing such support. Experience actually setting up an end user support program. Must be an expert user of the applications supported; must have in-depth knowledge of the network, telecommunications, and operating systems environment being supported. At least two years of experience in

automated litigation support very strongly preferred. Experience with DOJ office automation environments extremely helpful. Outstanding oral and written communications skills required. Undergraduate degree strongly preferred.

Applications Manager

(a) Responsibilities/Duties. The Applications Manager is responsible for end-user support for a particular litigation support application, or group of applications, for a specific project or group of users. For example, support for a large case might involve a dedicated server hosting several applications - Concordance, MS Access, and an Intranet site, for example - with an end-user community that includes dozens of attorneys, paralegals, and contractor support staff accessing the applications across the JCON office automation network or through an authorized remote connection. The Applications Manager works under the direction of the User Support Program Manager or the Contractor IT Manager, or depending upon the size and complexity of the case, the Lead Project Manager. The Applications Manager, under the direction and supervision of the appropriate senior level staff, sets up the entire program to support the end user community. Oversees and manages contractor help desk support staff who answer end-user questions and troubleshoot end-user problems, either over the phone, via email, or by providing desk-side support; sets up procedures for handling calls responsively; establishes installation standards for end user client software; works with DOJ and contractor office automation staff to ensure reliable access to the application servers; works with software providers to solve user problems; is experienced in tweaking system configurations to enable users to get the most out of applications; and monitors and manages storage capacities for the applications. Oversees all aspects of user and system documentation, user training sessions, and systems for publishing user alerts, newsletters, and tip sheets. In addition to managing "reactive" level support for the applications, the Application Manager participates in proactively seeking improvements to products, technologies, and approaches, and for providing recommendations to Contractor IT Managers and government personnel. Consults with Contractor and Government management on the best ways to make applications available, and on which packages might be best suited to particular needs.

(b) Qualifications. At least five years of providing direct support to end users of computer applications preferred, including at least three years supervising a team providing such support. Experience actually setting up an end user support program. Must be an expert user of the applications supported; must have in-depth knowledge of the network, telecommunications, and operating systems environment being supported. At least one year of experience in automated litigation support very strongly preferred. Experience with DOJ office automation environments extremely helpful. Outstanding oral and written communications skills required. Undergraduate degree strongly preferred.

Help Desk Supervisor/Senior User Trainer

(a) Responsibilities/Duties. Usually reports to Application Manager or Lead Project Manager. Supervises staff of Help Desk and User Trainer Specialists who provide help desk and on-site support to end users. Assists in setting up and operating end user support program for major applications in support of specific projects. Sets up overall user training programs, particularly for complex applications such as groupware and workflow packages which require active on-going training and support to ensure that they are being used effectively, but also for litigation support and office automation applications. Sets up facilities and procedures to ensure responsive support; trains staff; sets up help desk staffing schedules. Organizes, prepares, schedules and conducts training sessions. Training will most often be user level training for specific databases or specific software packages, including word processing and other office automation packages, but may sometimes also include team building training, contract/document center orientations, etc. Audience may include attorneys, paralegals, Government Case Managers, client agency staff, and/or other Contractor employees. Prepares training approach and materials; arranges for use of training facilities, for access to appropriate applications, etc. [Note that inclusion of this CLIN does not signal that the Government intends to pay for training that the Contractor is required to provide to its employees.] Oversees and supervises help desk operations, including answering and responding to user phone calls, installing and troubleshooting litigation support packages on user desktops, and coordinating support with office automation support contractors and staff. Supervises teams of Help Desk and User Trainer Specialists providing search, retrieval, and reporting support to client attorneys. Receives requests and translates them into effective search strategies. Designs appropriate output formats, assists users in constructing and refining queries and helps resolve problems related to accessing databases.

(b) Qualifications. At least two years of experience providing direct end user support for the applications being supported, including both telephone support and on-site assistance to users, is preferred. Certain applications may require certification by the software provider. At least one year teaching/training experience involving computer applications, preferably database, imaging, or other automated litigation support applications preferred. Prior supervisory experience strongly preferred. Must have hands-on familiarity with the network, telecommunications, and operating systems environment of the applications being supported. At least one year of experience in automated litigation support preferred. Experience with DOJ office automation environments extremely helpful; should be an expert user of the Government's word processing, spreadsheet, and email systems. Excellent oral and written communications skills required. Undergraduate degree helpful.

User Trainer/Senior User Support Specialist

(a) Responsibilities/Duties. Usually reports to Help Desk Supervisor/Senior User Trainer or Application Manager. Assists in setting up and operating end user support program

for major applications in support of specific projects. Sets up overall user training programs, particularly for complex applications such as groupware and workflow packages which require active on-going training and support to ensure that they are being used effectively, but also for litigation support and office automation applications. Develops training course outlines and agendas. Establishes training facilities and schedules. May supervise work of teams of user support staff, such as help desk staff. Organizes, prepares, schedules and conducts training sessions. Training will most often be user level training for specific databases or specific software packages, including word processing and other office automation packages, but may sometimes also include team building training, contract/document center orientations, etc. Audience may include attorneys, paralegals, Government Case Managers, client agency staff, and/or other Contractor employees. Prepares training approach and materials; arranges for use of training facilities, for access to appropriate applications, etc. Performs help desk functions - answering and responding to user phone calls, installing and troubleshooting litigation support packages on user desktops, and coordinating support with office automation support contractors and staff.

(b) Qualifications. At least two years of experience involving teaching/training users in computer applications, preferably database, imaging, or other automated litigation support applications will generally be expected; at least one year must be experience with the specific applications being supported. Supervisory experience helpful. Must have hands-on familiarity with the network, telecommunications, and operating systems environment of the applications being supported. Experience with DOJ office automation environments extremely helpful; should be an expert user of the Government's word processing, spreadsheet, and email systems. Excellent oral and written communications skills required. Undergraduate degree strongly preferred.

Help Desk/User Support Specialist

(a) Responsibilities/Duties. Usually supervised by Help Desk Supervisor. Provides telephone help desk and on-site support to end users. Applications supported will be chiefly litigation support applications, but may also include other office applications such as word processing, spreadsheet, presentation, and graphics packages. Provides assistance in using hardware and software. Performs help desk functions, such as answering and responding to user phone calls. Assists users in constructing simple queries and reports and helps solve routine problems related to accessing databases. Installs and troubleshoots litigations support packages on user desktops. Provides basic and advanced training in database access and usage. Organizes, prepares, schedules, and conducts training sessions. Training will most often be user level training for specific databases or specific software packages, including word processing and other office automation packages. Audience may include attorneys, paralegals, Government Case Managers, client agency staff, and/or other Contractor employees. Prepares training approach and materials; arranges for use of training facilities, for access to appropriate applications, etc. Note that inclusion of this CLIN does not signal that the Government intends to pay for training that the Contractor is required to provide to its employees.

(b) Qualifications. Experience providing direct end user support for the applications being supported, including both telephone support and on-site assistance to users. Certain applications may require certification by the software provider. Prior teaching/training experience involving computer applications, preferably database, imaging, or other automated litigation support applications strongly preferred. Must have hands-on familiarity with the network, telecommunications, and operating systems environment of the applications being supported. Prior experience in automated litigation support preferred. Experience with DOJ office automation environments extremely helpful; should be an expert user of the Government's word processing, spreadsheet, and email systems. Excellent oral and written communications skills required. Undergraduate degree helpful.