DOJ SPECIFIED LABOR CATEGORIES

General

The basic mandatory (required) labor categories and their descriptions, to meet anticipated ITSS requirements, are listed below. For certain labor categories, contractor support may be required at different expertise levels, i.e., Basic level, Senior level, Principal level, and Subject Matter Expert level as shown in a table on the last page of this attachment.

In addition to the mandatory labor categories, the offeror may propose additional labor categories if the offeror feels strongly that they are needed to meet ITSS III requirements. The offeror should provide title and description for those proposed labor categories and mention the level of expertise, i.e., Basic, Senior, Principal, Subject Matter Expert.

Labor Categories and Expertise Levels

Basic Level

Performs functions as described in the labor category description.

Senior Level

Under general direction in base labor category description, develops practical and workable solutions to clients' technical and business problems. Analyzes requirements and potential solutions for technical and economic feasibility. Competent to work on multiple phases of complex projects independently.   Coordinates activities with superiors and client personnel to resolve technical and/or business issues and ensures the successful delivery of the project requirements.

May be required to act as a technical supervisor. Requires approximately three years additional experience over the base level. Additional education, training, and/or certifications are required above the base level.

Principal Level

Provides technical leadership in base labor category description. Applies this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plans, recommends, and performs changes. Utilizes an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business solutions to client problems. Assists clients in planning and developing objectives and goals. Supports client objectives while conforming to the client's operating practices.

May be required to act as a technical supervisor. Requires approximately two years additional experience over the senior level. Additional education, training and/or certifications are required over the senior level. Advanced degree preferred.

Subject Matter Expert Level

Acts as a recognized technical expert in base labor category description. Functions as the highest-level individual contributor in at least one technical area. Utilizes expertise in business management practices, industry requirements and information technology disciplines to develop technical and/or business solutions to client problems. Has a high level of diverse technical and industry experience related to a specific skill set. Typically has specialization in a particular technology or business application. Keeps abreast of technological developments and industry trends.

Requires approximately three years additional experience over the principal level. Additional education, training and/or certifications are required over the principal level. Advanced degree or significant equivalent experience required.

Labor Category Descriptions

Program Manager
Responsible for all contract activities. Sets policies and procedures, technical standards and methods, and priorities. Coordinates the management of all work performed on tasks under the contract. Coordinates the efforts of subcontractors, team members, and vendors. Acts as the central point of contact with the Contracting Officer, the Contracting Officer's Technical Representative, and other client officials. Exercises full authority to act for the company in the performance of the required work and services under all task orders. Works independently, or under the general direction of senior level company management, on all phases of performance including contract management, project/task order management, coordination of resource needs, coordination with corporate resources and management. Reports to senior company management on contract and task performance and issues. Has direct accountability for the technical correctness, timeliness and quality of deliverables, and the implementation and measurement of corporate and client quality standards and methodologies. Has a broad and deep knowledge of the IT industry, business administration, and human resource management and has excellent oral and written communications skills.

Task Manager
Serves as the task manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Technical Representative (COTR), the Government Task Manager, government management personnel and customer agency representatives. Responsible for assembling the task team, assigning individual responsibilities, identifying appropriate resources needed, and developing the schedule to ensure the timely completion of the task's milestones and final acceptance. Must be familiar with the systems scope and project objectives, as well as the role and function of each team member, in order to effectively coordinate the activities of the team. Monitors each assigned task, implements and assures adherence to task level quality and methodology standards, and keeps the Program Manager abreast of all problems and accomplishments. Anticipates problems and works to mitigate the anticipated problems. As a task leader, provides technical direction for the complete task effort. Reviews and evaluates work of subordinate staff

and prepares performance reports. May serve as a technical authority for a particular task area. As a staff specialist or consultant, resolves unique and unyielding systems problems using new technology. Can complete tasks within estimated time frames and budget constraints. Interacts with client management personnel. Prepares activity and progress reports regarding all assigned tasks. Reports in writing and orally to company and client representatives.

Business Process Reengineering Specialist
Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Duties include activity and data modeling, developing modern business methods, identifying best practices and creating and assessing performance measurements. Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

Program Management Specialist
Analyzes management, business, and technical issues related to program management and information systems. Provides guidance on management processes and procedures, the business implications of various systems, and the technical considerations. Collaborates on feasibility studies and systems planning. Assists in formulating systems scope and objectives. Provides consulting on management concerns and priorities. Devises and/or modifies procedures for managing complex programs. Assists in research and development and presentation activities that may advance the users information knowledge base. May have quality assurance and risk management responsibilities.

Enterprise Architect
Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Provides daily supervision and direction to staff.

Configuration/Data Management Analyst
Responsible for the effective development and implementation of programs to ensure that all information systems products and services meet minimum company standards and end-user requirements. Administers the change control process for zero defects software development. Responsible for configuration management of requirements, design, and code. Evaluates and selects configuration management tools and standards. Prepares configuration management plans and procedures. Administers problem management process including monitoring and

reporting on problem resolution. Ensures adequate product testing prior to implementation. Coordinates with users and systems development personnel on releases of software. Verifies the completeness and accuracy of release libraries before implementation and ensures that correct versions of programs are included in specified releases. Makes recommendations to superiors regarding the acquisition and/or implementation of software to increase information systems efficiency, configuration management activities including product identification, change control, status accounting, operation of the program support library, and development and monitoring of equipment/system acceptance plans. Operates and manages program support library. Monitors library structure and procedures to assure system integrity, including procedures for collection, release, production, test, and emergency libraries and the movement/migration of components between libraries. Monitors end-item acceptance plans. May supervise lower level personnel. Must have demonstrated capability for oral and written communications.

Information Systems Security Specialist
Provides technical support in the areas of vulnerability assessment, risk assessment, network security, product evaluation, and security implementation. Responsible for designing and implementing solutions for protecting the confidentiality, integrity and availability of sensitive information. Provides technical evaluations of customer systems and assists with making security improvements. Participates in design of information system contingency plans that maintain appropriate levels of protection and meet time requirements for minimizing operations impact to customer organization. Conducts security product evaluations, and recommends products, technologies and upgrades to improve the customer's security posture. Conducts testing and audit log reviews to evaluate the effectiveness of current security measures.

Computer Security Systems Specialist

Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses which also includes risk assessment. Uses tools and techniques to implement security policies, procedures, and architectures. Includes developers who implement identity management through software tools or implement public key infrastructure across an enterprise.

Data Security Specialist

Provides support to plan, coordinate, and implement the organization's information security. Provides support for facilitating and identifying current security infrastructure and define future programs, design and implementation of fire-wall and other related security issues on LANs/WANs. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and there implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology. Includes operators at the Security Operations Center (SOC) using tools such as ArcSight.

Information Systems Security Engineer

Provides the expertise to conduct systems analysis, certification and accreditation, integration of secure products, security test and evaluation, and development of complex information systems to meet information system security requirements. A broad knowledge of the technical information systems security discipline is required.

Cyber Security Specialist
Performs assessment of present levels of cyber security, defines acceptable levels of risk, trains all personnel in proper cyber hygiene and establishes formal maintenance procedures. Performs privacy impact assessments and provides PII data security and monitoring, and migration strategies. Identifies potential vulnerabilities to cyber and information security using penetration testing and red teams. Provides technologies for identification, modeling, and predictive analysis of cyber threats.

Systems Security Architect
Leads developing, implementing, and maintaining enterprise-wide information security capabilities. Analyzes the enterprise business models and IT systems to determine security risks and risk management considerations. Defines enterprise and system level security requirements. Proposes technical solutions for systems and applications-level security architecture and design. Develops security plans, policies and procedures.

Systems Engineer
Highly specialized in one or more phases of software systems development, systems integration, or network engineering. Acts independently under general direction. Provides technical assistance and advice on complex activities. Formulates / defines specifications, develops / modifies / maintains complex systems and subsystems, using vendor engineering releases and utilities for overall operational systems. Applies analytical techniques when gathering information from users, defining work problems, designing technology solutions, and developing procedures to resolve the problems. Develops complete specifications to enable computer programmers to prepare required programs. Analyzes methods of approach. Reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications, resolves processing problems, coordinates work with programmers and engineers, and orients users to new systems. Works with considerable freedom to make decisions on the techniques and approaches to be used. Prepares recommendations for system improvement for management and user consideration.

Systems Programmer
Under general direction, responsible for systems programming functions dealing with the overall operating system or complex subsystems of the operating system. Develops specifications for systems programming activities. Develops and modifies software programs for the operating system. Develops logic for and encodes, tests, modifies and debugs software packages to suit the operating environment. Designs, codes, tests, and implements systems related modifications. Installs and maintains software products on the computer system. Analyzes and fixes problems associated with the software packages and forwards them to appropriate vendors for problem resolution. Monitors systems and corrects any errors or inconsistencies.

Systems Analyst
Under general direction, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Exercises

analytical techniques when gathering information from users, defining work problems, designing a system of computer programs, and developing procedures to resolve the problems. Prepares detailed specifications from which programs will be written. Develops and modifies complex systems and develops subsystems to enhance the overall operational system. Analyzes and revises existing system logic difficulties and documentation as necessary. Analyzes methods of approach. Reviews task proposal requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications for programs, resolves processing problems, coordinates work with programmers, and orients users to new systems. Competent to work on routine systems analysis activities, but requires instruction and guidance in complex activities.

Software Engineer
Designs, develops, and provides customization of various applications to meet a series of pre-defined requirements. Requirements will be met through the use of various programming languages and possibly machine and assembly languages.

Programmer Analyst
Designs, develops, implements, and maintains complex business, accounting, and management information systems. Works on complex assignments. Works with users to define existing or new system scope and objectives. Performs modifications to and maintenance of operational programs and procedures. Assists users in the operation of the application. Provides guidance to less experienced programmer/analyst.

Programmer
Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to lower level programmers to ensure program deadlines are met.

Management Analyst
Analyzes various aspects of organizational functioning, including management, processes, structure, culture, and performance. Conducts organizational or process analysis, utilizing qualitative and quantitative analysis tools and techniques. Identifies sources of problems, makes recommendations for solutions, including designing and implementing appropriate organizational interventions. Applies organizational and management theory and principles to understand and improve organizational effectiveness and efficiency in achieving business goals. Works with all levels of the organization, from leadership and senior management to the workforce; interactions may include coaching, interviewing, workshop facilitation, training, and surveys. Focus is on understanding why and how effectively an organization, program, process or group of people, function in the present manner; how function or performance could be improved; and what should be done to bring about the improvement in effectiveness and/or efficiency.

Integration & Test Engineer
Highly specialized in one or more phases of systems engineering and development. Acts independently under general direction. Advises technical personnel on the conceptualization,

development, and implementation of a broad range of information systems issues, including hardware/software integration, compatibility and multiple platforms. Performs feasibility analysis on potential future projects to management.   Plans strategies for improvement of information systems and services. Communicates current innovations and trends in information systems development to technical staff. Prepares justification for selection of new technology. May serve as the chief architect for complex information systems development. Designs and develops proposed solutions to business problems and client requirements. Performs high-level system analysis and directs technical strategy for accomplishing new objectives. Maintains knowledge of current systems and system development actions and analyzes for data redundancies and system/program overlap. Responsible for task completion.

Communications Specialist
Assists in the planning, design, and implementation of communications networks. Assesses and optimizes network design by review and assessment of user needs. Conducts feasibility studies, prepares specifications, evaluates vendor products and makes recommendations on selection for data communication equipment systems or networks. Assists in the design, development and installation of unique data transmission systems. Develops procedures for the operation and management of data communications programs and systems. Reviews and develops telecommunication policies, procedures, and standards.

Telecommunications Engineer
Provides technical direction for telecommunications activities including planning, designing, installing, and maintaining large telecommunications networks. Develops, operates, and maintains voice, video, and data communications systems. Applies telecommunications engineering principles and theory to propose design and configuration alternatives. Evaluates existing communications systems to identify deficiencies and network performance improvements. Consults with user personnel to ensure that problems have been properly identified and that the solution will meet the requirements. Analyzes network performance, usage and traffic flows, accesses and interfaces, transmission techniques, and protocols. Performs network analyses and feasibility studies concerning communications and communication networks. Prepares studies and gives presentations on communications concepts. Provides technical guidance to other personnel concerning data communications requirements. Prepares or participates in preparing functional specifications for acquiring commercially available data communications networks.

Network Engineer
Designs, configures, tests, implements and maintains telecommunications capabilities, including wide area and local area networks. Performs operations and support activities. Assists applications programmers working in the telecommunications environment. Evaluates network changes for operational impact. Evaluates network performance and resolves network and processor problems. Familiar with hardware and software diagnostic tools.

Network Administrator
Acquires, installs, and maintains local area networks. Studies vendor products to determine those which best meet user needs and presents information to management for acquisition approval. Purchases and installs new products. Manages local area network performance and troubleshoots problems. Ensures that security procedures are implemented and enforced. Establishes and implements local area network policies, procedures and standards. Maintains

distributed processing databases on the local area network. Trains users on local area network operation and use.

Quality Assurance Analyst
With limited direction, carries out procedures to ensure that all information systems products and services meet company and client standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects and/or supports testing as a witness to testing requirements. Reviews all documentation for completeness, accuracy, and correctness. Organizes and maintains all quality assurance documentation. Documents all problems and works to resolve them. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs work flow analysis and recommends quality improvements.

Software Tester
Performs formal software testing activities for complex software applications. Reviews user requirements documentation; assists in development of test plans; develops test data to be used in performing tests; and transforms test plans into test scripts. Ensures proper execution of test scripts and documentation of test results in tracking systems. Analyses test results, documents conclusions, and makes recommendations that are fully supported by test results.

IV&V Test Engineer
Performs the Independent Validation and Verification of various IT systems installations. Responsible for regression testing and ensuring the system built matches the requirements of the environment.

Systems Administrator
Responsible for server operations inclusive of hardware, operating system (OS), and utilities on the servers. Has expertise in one or more operating systems and is responsible for configuration, patch management, version and sub-version upgrades, and all aspects of the availability of servers, with the exception of COTS / GOTS applications. Also acts as Tier 2 response in operations environment where resolution cannot be handled by on-site Tier 1 staff.

Database Administrator
Under general direction, provides highly technical expertise and guidance in the design, implementation, operation and maintenance of database management systems (DBMS). Designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Evaluates and recommends available DBMS products after matching requirements with system capabilities. Defines required database administration policies, procedures, standards, and guidelines. Prepares and delivers presentations on DBMS concepts.

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

implements software code (such as HTML, XML, and Javascript) for components of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Requires strong navigation and site design instincts.

Web Software Developer

Provides support to develop Web based applications including online customer service for agency components to be able to deliver their services online. Provide support in developing the site concept, interface design, and architecture of the web-site. Provide support for the implementation of interfaces to applications. Working knowledge and experience coding in Java is required. Knowledge of several of the following areas is desirable: Active Server Pages (ASP), JavaScript, and SQL Server, Visual Basic, JavaScript, MS Access, HTML, DBMS's (ex. - Oracle, Sybase, etc.).

Web Content Administrator

Provides support for developing and providing Agency Web-site content that will motivate & satisfy user's needs so that they will regularly access the site and utilize it as a major source for information, decision making and benefits delivery. Provides support for maintaining handbook and policies/procedures on the agency Web; assisting in developing agency newsletter and civilian benefits communications; recommending new and innovative web uses as well as training and educating employees on the use and benefits of using the Web. Provides support in the location and pursuit of content and surveying internal customers to gather feedback for site improvement and enhancements. A working knowledge of several of the following are required: graphic design or a related field, Web-site management, web servers, intranet site structures, and Web-related software (ex. - MS FrontPage, Dream Weaver, MS Access, HTML).

Data Warehousing/Mining Specialist
Designs, implements and supports data warehousing. Implements business rules via stored procedures, middleware, or other technologies. Defines user interfaces and functional specifications. Responsible for verifying accuracy of data, and the maintenance and support of the data warehouse. Experienced in database design, particularly in the integration of multiple data sources into a single repository. Experienced in applying data analysis and statistical techniques on large data sets, to develop predictive models that address and targeted problems. Experienced in utilizing data that is multichannel (web, email, direct mail and call center) in origin and application. Ability to perform sophisticated statistical analysis and also interpret the data and communicate results to technical and non-technical audiences.

Technical Support Specialist
Provides technical support to staff and customers by testing software and hardware products, maintains software documentation, responds and follows-up on internal and external customer support problems. Provides support to end users for either PC, server, or mainframe applications and hardware.

Help Desk Manager

Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and

applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting hardware/software PC and printer problems.

Help Desk Specialist
Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications and applications developed or deployed under this contractor or predecessors. Serves as the first point of contact for troubleshooting hardware/software PC and printer problems.

Training Specialist
Organizes and conducts moderately complex training and educational programs for information systems (technical) or user (non-technical) personnel. May develop instructional curriculum and materials; gathers and assimilates information on subject matter, organizes and condenses material, and prepares course outline, handouts, and visual aid materials. Coordinates with subject matter experts to ensure that prepared courses meet stated objectives. Maintains records of training activities and program effectiveness. May be required to instruct or to prepare/arrange for the preparation of automated training materials (such as video recorded training sessions, computer-aided tutorials, etc.).

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

Administrative Specialist
Performs office administration, contract administration and facility operation activities. Assists in all business, cost containment, and accounting activities. Provides cost control advice to management. Prepares correspondence and maintains filing and tracking system for easy retrieval. Maintains calendar of management activities. Assists in preparing management progress reports.

Technical Writer
Researches, writes, edits, and proofreads technical data for use in documents or sections of documents such as manuals, procedures, specifications, special reports, and any other customer deliverables and documents. Ensures technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. Assists in establishing style guidelines and standards for texts and illustrations. Excellent written communication skills are required.

Graphics Specialist

Performs graphics design; plans, lays out, and illustrates technical or scientific materials in black and white or color. Interfaces with users to determine scope of project and best graphic medium. Executes graphic projects and coordinates and schedules production. Performs production or coordinates production with outside vendors as needed. Operates and sets up computer graphic systems. Trains others in proper use of computer graphic equipment. Familiar with commonly-used art media and commercially available graphics packages.

Data Entry Specialist
Enters, transcribes, and verifies a variety of alphanumeric data onto an on-line, batch mode, or personal computer system. Assignments are routine to somewhat complex in nature and work parameters are typically well defined. Maintains files, records, and chronologies of entry activities. Produces output on magnetic tape, diskettes, or other media.

Expert Consultant (will not be unit priced in the RFP)
Highest level technical or business area expert in one or more disciplines called upon to address a particular task or environment need. As a technical expert, provides advice and assistance in state-of-the-art software/hardware solutions involving hardware of various capacities, multiple operating environments, database management systems specialized software, data communications facilities and protocols including Value Added Networks, fourth generation technologies, and complex software tools or packages. As a business expert, works with senior client officials to identify enterprise improvement goals, assess organizational and process effectiveness, and implement change strategies. Designs technical and business solutions, mentors and trains client staff, and oversees implementation. Has a high level of diverse technical and industry experience related to studying and analyzing systems needs, systems development, and systems process analysis, design and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically has specialization in a particular technology or business application. Keeps abreast of technological developments and industry trends.

Labor Categories and Expertise Levels

No.	Labor Category	Basic	Senior	Principal	SME
1.	Program Manager	X			
2.	Task Manager	X	X	X	
3.	Business Process Reengineering Specialist	X	X	X	X
4.	Program Management Specialist	X	X	X	X
5.	Enterprise Architect	X	X	X	X
6.	Configuration/Data Management Analyst	X	X	X	
7.	Information Systems Security Specialist	X	X	X	X
8.	Computer Security Systems Specialist	X	X	X	X

9.	Data Security Specialist	X	X	X	X
10.	Information Systems Security Engineer	X	X	X	X
11.	Cyber Security Specialist	X	X	X	X
12.	Systems Security Architect	X	X	X	X
13.	Systems Engineer	X	X	X	X
14.	Systems Programmer	X	X	X	X
15.	Systems Analyst	X	X	X	X
16.	Software Engineer	X	X	X	X
17.	Programmer Analyst	X	X	X	X
18.	Programmer	X	X	X	X
19.	Management Analyst	X	X	X	X
20.	Integration & Test Engineer	X	X	X	X
21.	Communications Specialist	X	X	X	X
22.	Telecommunications Engineer	X	X	X	X
23.	Network Engineer	X	X	X	X
24.	Network Administrator	X	X	X	
25.	Quality Assurance Analyst	X	X	X	
26.	Software Tester	X	X	X	
27.	IV&V Test Engineer	X	X	X	X
28.	Systems Administrator	X	X	X	X
29.	Database Administrator	X	X	X	X
30.	Web Designer	X	X	X	X
31.	Web Software Developer	X	X	X	X
32.	Web Content Administrator	X	X	X	
33.	Data Warehousing/Mining Specialist	X	X	X	X
34.	Technical Support Specialist	X	X	X	
35.	Help Desk Manager	X	X	X	
36.	Help Desk Specialist	X	X	X	

37.	Training Specialist	X	X	X	X
38.	Computer Operator	X	X	X	
39.	Administrative Specialist	X	X		
40.	Technical Writer	X	X	X	
41.	Graphics Specialist	X	X		
42.	Data Entry Specialist	X	X		
43.	Expert Consultant (Is not fixed priced in the B-2 Tables. Is CLIN X032 in the B-3 ODC Table)	X	X	X	X

Note: SME=Subject Matter Expert