

## RDTTS Commercial Labor Categories and Experience

Labor Grade	CLIN	Labor Category Description
		<b>ADMINISTRATIVE SUPPORT SPECIALIST</b> - <u>Functional Responsibility</u> : Prepares draft and final-form management and/or technical documents. Capable of typing both technical narrative and data. Provides clerical, compilation, library and administrative assistance in the development and production of documentation in support of assigned tasks. Responsibilities include but are not limited to: data entry; research, data and word processing, general clerical and filing activities; office administration; and data processing. Proof reads final documents and insures spelling, grammar, and formatting is correct. Proficient in computer use and with standard word processing, spreadsheet, and presentation software.
<b>Level 1</b>	<b>RD101</b>	High School graduate with less than 2 years of relevant experience.
<b>Level 2</b>	<b>RD102</b>	High School graduate with at least 2 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD103</b>	High School graduate with at least 4 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD104</b>	High School graduate with at least 6 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD105</b>	High School graduate with at least 8 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>APPLICATIONS PROGRAMMER</b> - <u>Functional Responsibility</u> : Develops, devises and/or modifies procedures to address complex tasks or problems. Solutions consider the functionality, capabilities and inter-relationships between applicable computer hardware and software. Tasks include the design, development of computer code, testing, debugging, documentation, and security.
<b>Level 1</b>	<b>RD111</b>	Bachelor's degree in Computer Programming or closely related subject with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD112</b>	Bachelor's degree in Computer Programming or closely related subject with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD113</b>	Bachelor's degree in Computer Programming or closely related subject with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD114</b>	Bachelor's degree in Computer Programming or closely related subject with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD115</b>	Bachelor's degree in Computer Programming or closely related subject with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>APPLICATIONS SYSTEMS ANALYST</b> - <u>Functional Responsibility</u> : Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manuals for users to describe installation and operating procedures. Must have a working

		knowledge of relational databases and client-server concepts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.
<b>Level 1</b>	<b>RD121</b>	Bachelor's degree in Computer Programming/Analysis or closely related subject with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD122</b>	Bachelor's degree in Computer Programming/Analysis or closely related subject with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD123</b>	Bachelor's degree in Computer Programming/Analysis or closely related subject with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD124</b>	Bachelor's degree in Computer Programming/Analysis or closely related subject with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD125</b>	Bachelor's degree in Computer Programming/Analysis or closely related subject with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>BUSINESS PROCESS CONSULTANT - Functional Responsibility:</b> Conducts analyses of business processes and potential adjustments and re-engineering options utilizing an in-depth knowledge of technical challenges and available solutions relating to the present and future business environments. Facilitates recommended quality improvement plans. Integrates existing processes with new ones. Communicates business process changes to individuals involved.
<b>Level 1</b>	<b>RD131</b>	Bachelor's degree in Business Administration or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD132</b>	Bachelor's degree in Business Administration or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD133</b>	Bachelor's degree in Business Administration or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD134</b>	Bachelor's degree in Business Administration or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD135</b>	Bachelor's degree in Business Administration or related field with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>BUSINESS SUBJECT MATTER EXPERT - Functional Responsibility:</b> Utilizes sophisticated technical knowledge to analyze highly specialized operating environments and attendant applications. Performs detailed system analyses, design, integration, documentation, and implementation services upon complex problems resulting in successful resolutions.
<b>Level 1</b>	<b>RD141</b>	Bachelor's degree in Business Administration or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD142</b>	Bachelor's degree in Business Administration or related field with at least 6 years of relevant

		experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD143</b>	Bachelor's degree in Business Administration or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD144</b>	Bachelor's degree in Business Administration or related field with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD145</b>	Bachelor's degree in Business Administration or related field with at least 12 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>BUSINESS SYSTEMS ANALYST - Functional Responsibility:</b> Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to address and implement overall business strategies. Determines client needs, program functions, and steps required to develop or modify computer systems and develops detailed written documentation thereof. Relies on experience and judgment to plan and accomplish goals.
<b>Level 1</b>	<b>RD151</b>	Bachelor's degree in Business Administration or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD152</b>	Bachelor's degree in Business Administration or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD153</b>	Bachelor's degree in Business Administration or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD154</b>	Bachelor's degree in Business Administration or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD155</b>	Bachelor's degree in Business Administration or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>CALL CENTER MANAGER - Functional Responsibility:</b> Supervises other Call Center personnel. Reviews support system software, order forms, and to ensure quality of service and compliance with response times. Discusses support with clients to ensure client satisfaction. Provide customer problem identification and resolution support, respond to user's problems in friendly, non-technical language, help end users with corrective procedures, answer questions on applications, track problems to their resolution, perform network diagnostics, and resolve end user system software problems. Escalates or redirects requests for services to higher levels of support.
<b>Level 1</b>	<b>RD161</b>	Bachelor's degree in Information Sciences or related field with at least 1 year of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD162</b>	Bachelor's degree in Information Sciences or related field with at least 3 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD163</b>	Bachelor's degree in Information Sciences or related field with at least 5 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Level 4</b>	<b>RD164</b>	Bachelor's degree in Information Sciences or related field with at least 7 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD165</b>	Bachelor's degree in Information Sciences or related field with at least 9 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>CALL CENTER SUPPORT SPECIALIST - Functional Responsibility:</b> Works in a group environment with other Call Center personnel. Knowledgeable of various call center/service center support system software, order forms, trouble tickets and service request procedures to ensure quality of service and compliance with response times. Resolves customer support issues via, voice, e-mail, web-based response and by fax. Dispatches maintenance support personnel to customer site. Discusses support with clients to ensure client satisfaction. Provides follow up customer problem identification and resolution support, responds to user's problems in friendly, non-technical language, help end users with corrective procedures, answer questions on applications, track problems to their resolution, perform network diagnostics, and resolve end user system software/Hardware problems.
<b>Level 1</b>	<b>RD171</b>	High School graduate with less then 2 years of relevant experience.
<b>Level 2</b>	<b>RD172</b>	High School graduate with at least 2 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD173</b>	High School graduate with at least 4 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD174</b>	High School graduate with at least 6 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD175</b>	High School graduate with at least 8 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>CLIENT/SERVER DATABASE MANAGER - Functional Responsibility:</b> Responsible for the supervision of multiple Database Specialists. Responsible for the oversight and management of the client/server database. Maintains close communications with Information Systems Managers and Functional Business Area Managers to establish and project short and long term database requirements. Develops plans to implement or expand database infrastructure in response to projected requirements. Prepares documentation, statistical data, activity, and progress reports pertaining to database usage.
<b>Level 1</b>	<b>RD181</b>	Bachelor's degree in Management Information Systems, Database Administration or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD182</b>	Bachelor's degree in Management Information Systems, Database Administration or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD183</b>	Bachelor's degree in Management Information Systems, Database Administration or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD184</b>	Bachelor's degree in Management Information Systems, Database Administration or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD185</b>	Bachelor's degree in Management Information Systems, Database Administration or closely related field with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>CLIENT/SERVER DATABASE SPECIALIST</b> - <u>Functional Responsibility:</u> Works independently or as a member of a group responsible for the oversight and management of the specific client/server databases. Maintains close communications with the Sr. Database Manager, Information Systems Managers and Functional Business Area Managers for day-to-day project database administration requirements. Assists in the development of plans to implement or expand database infrastructure in response to projected requirements. Provides input for the preparation of documentation, statistical data, activity, and progress reports pertaining to database usage. Runs reports and validates DB accuracy.
Level 1	RD191	Bachelor's degree in Database Administration or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD192	Bachelor's degree in Database Administration or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 3	RD193	Bachelor's degree in Database Administration or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 4	RD194	Bachelor's degree in Database Administration or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 5	RD195	Bachelor's degree in Database Administration or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>CLIENT/SERVER NETWORK ARCHITECT</b> - <u>Functional Responsibility:</u> Develops the short and long term client/server system strategies and determines the design, support, and planning necessary to support and implement the strategy. Sets the relational database structure and standards. Makes recommendations regarding the purchase of data storage and access, processing and applications needs. Established test procedures, implements system roll outs, coordinates installations, and validates system test results.
Level 1	RD201	Bachelor's degree in Computer Systems Analysis or closely related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD202	Bachelor's degree in Computer Systems Analysis or closely related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 3	RD203	Bachelor's degree in Computer Systems Analysis or closely related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 4	RD204	Bachelor's degree in Computer Systems Analysis or closely related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 5	RD205	Bachelor's degree in Computer Systems Analysis or closely related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>CLIENT/SERVER NETWORK MANAGER</b> - <u>Functional Responsibility:</u> Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network

		operations, systems security, systems software support, and production support activities.
<b>Level 1</b>	<b>RD211</b>	Bachelor's degree in Computer or Information Systems Management or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD212</b>	Bachelor's degree in Computer or Information Systems Management or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD213</b>	Bachelor's degree in Computer or Information Systems Management or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD214</b>	Bachelor's degree in Computer or Information Systems Management or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD215</b>	Bachelor's degree in Computer or Information Systems Management or related field with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>CLIENT/SERVER NETWORK SPECIALIST</b> - <u>Functional Responsibility</u> : Monitors and responds to complex hardware, software, and network problems. Provides the high level testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Monitors, tunes and controls the performance and status of the network resources.
<b>Level 1</b>	<b>RD221</b>	Bachelor's degree in Information Science and Systems or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD222</b>	Bachelor's degree in Information Science and Systems or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD223</b>	Bachelor's degree in Information Science and Systems or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD224</b>	Bachelor's degree in Information Science and Systems or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD225</b>	Bachelor's degree in Information Science and Systems or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>COMMUNICATIONS ANALYST</b> - <u>Functional Responsibility</u> : Facilitates and assists in the design, planning, and implementation phases of communications networks. Conducts research, develops feasibility studies, evaluates available products, provides purchase analyses, and makes recommendations regarding the procurement of communications equipment.
<b>Level 1</b>	<b>RD231</b>	Bachelor's degree in Systems Analysis or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD232</b>	Bachelor's degree in Systems Analysis or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD233</b>	Bachelor's degree in Systems Analysis or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a

		case-by-case basis.
<b>Level 4</b>	<b>RD234</b>	Bachelor's degree in Systems Analysis or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD235</b>	Bachelor's degree in Systems Analysis or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>COMMUNICATIONS ENGINEER - Functional Responsibility:</b> Provides engineering expertise in the planning, specification, design, and implementation of communications systems, networks, and infrastructure. May operate and maintain voice, wireless, video and data communications systems. Facilitates compliance with industry standards and applicable codes.
<b>Level 1</b>	<b>RD241</b>	Bachelor's degree in Communications Engineering or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD242</b>	Bachelor's degree in Communications Engineering or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD243</b>	Bachelor's degree in Communications Engineering or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD244</b>	Bachelor's degree in Communications Engineering or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD245</b>	Bachelor's degree in Communications Engineering or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>COMMUNICATIONS INSTALLATION TECHNICIAN - Functional Responsibility:</b> Assists in the planning, design, and implementation of communications networks. Responsible for providing assistance and technical support for network design & installation activities. Assists in the review/assessment of user needs. Performs site surveys and feasibility studies for small projects. Assists in the evaluation and selection of equipment, shipment, site fit up, installation of racks, servers, switches, routers, peripheral equipment wire panels, Cat 5, 6 and fiber optic cable.
<b>Level 1</b>	<b>RD251</b>	High School diploma with at least 2 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD252</b>	High School diploma with at least 4 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD253</b>	High School diploma with at least 6 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD254</b>	High School diploma with at least 8 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD255</b>	High School diploma with at least 10 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>COMMUNICATIONS MAINTENANCE TECHNICIAN</b> - <u>Functional Responsibility</u> : Installs, troubleshoots, repairs and maintains telecommunications equipment. Provides reports, completes requests for new service, determines methodology for installing telephone service, determines appropriateness of moderate equipment changes or modifications, call switches, test trunks, test links and installs communication circuits.
Level 1	RD261	High School diploma with at least 2 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
Level 2	RD262	High School diploma with at least 4 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
Level 3	RD263	High School diploma with at least 6 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
Level 4	RD264	High School diploma with at least 8 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
Level 5	RD265	High School diploma with at least 10 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>COMMUNICATIONS MANAGER</b> - <u>Functional Responsibility</u> : Provides technical engineering management and direction in the planning, specification, design, and implementation of communications systems, networks, and infrastructure. Manages the operation and maintenance of voice, wireless, video and data communications systems. Ensures compliance with industry standards and applicable codes.
Level 1	RD271	Bachelor's degree in Computer or Information Systems Management or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD272	Bachelor's degree in Computer or Information Systems Management or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 3	RD273	Bachelor's degree in Computer or Information Systems Management or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 4	RD274	Bachelor's degree in Computer or Information Systems Management or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 5	RD275	Bachelor's degree in Computer or Information Systems Management or related field with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>COMPUTER OPERATOR</b> - <u>Functional Responsibility</u> : Operates and monitors computer equipment. Performs routine tasks to maintain computer equipment and their peripherals. Loads peripheral equipment such as tapes and printer paper for operating runs. Observes peripheral equipment and error messages displayed on monitors to detect faulty output or machine stoppage. Familiar with standard concepts, practices and procedures within a particular field. Exercises a degree of creativity and latitude to plan and accomplish goals. Performs a variety of tasks and works under general supervision; typically reporting to a project leader or manager
Level 1	RD281	High School diploma with less than 2 years of relevant experience.
Level 2	RD282	High School diploma with at least 2 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.

<b>Level 3</b>	<b>RD283</b>	High School diploma with at least 4 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD284</b>	High School diploma with at least 6 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD285</b>	High School diploma with at least 8 years of relevant experience. Additional education may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>CONFIGURATION MANAGEMENT SPECIALIST - Functional Responsibility:</b> Assists in configuration management planning. Validates provisions for configuration identification, change control, configuration status accounting, and conducts configuration audits. Implements approved change processes so that only authorized and validated changes are incorporated into product documents and related software.
<b>Level 1</b>	<b>RD291</b>	Bachelor's degree in Computer Science or related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD292</b>	Bachelor's degree in Computer Science or related discipline with at least 2 years of relevant. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD293</b>	Bachelor's degree in Computer Science or related discipline with at least 4 years of relevant. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD294</b>	Bachelor's degree in Computer Science or related discipline with at least 6 years of relevant. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD295</b>	Bachelor's degree in Computer Science or related discipline with at least 8 years of relevant. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>CONFIGURATION MANAGER - Functional Responsibility:</b> Provides configuration management planning. Develops provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.
<b>Level 1</b>	<b>RD301</b>	Bachelor's degree in Management Information Systems or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD302</b>	Bachelor's degree in Management Information Systems or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD303</b>	Bachelor's degree in Management Information Systems or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD304</b>	Bachelor's degree in Management Information Systems or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD305</b>	Bachelor's degree in Management Information Systems or related field with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>CONSULTANT - Functional Responsibility:</b> Performs analyses, evaluations and assessments of existing systems and user requirements to determine design recommendations. Works with the end user to implement approved system changes. Evaluates and suggests resolutions to system technical challenges.
Level 1	RD311	Master's degree in applicable field of consultation with at least 2 years of relevant experience or a Bachelor's degree with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD312	Master's degree in applicable field of consultation with at least 4 years of relevant experience or a Bachelor's degree with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 3	RD313	Master's degree in applicable field of consultation with at least 6 years of relevant experience or a Bachelor's degree with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 4	RD314	Master's degree in applicable field of consultation with at least 8 years of relevant experience or a Bachelor's degree with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 5	RD315	Master's degree in applicable field of consultation with at least 10 years of relevant experience or a Bachelor's degree with at least 12 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>CURRICULUM DEVELOPER - Functional Responsibility:</b> Provides program support to include the testing and installation of computers, peripherals, and/or other hardware, including the installation of enhancements and upgraded versions. Provides program support to include the installation, and documentation of client developed and/or commercially available software, including the installation of enhancements and upgraded versions. Custom application upgrades to COTS software.
Level 1	RD321	High School diploma with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD322	High School diploma with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 3	RD323	High School diploma with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 4	RD324	High School diploma with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 5	RD325	High School diploma with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>DATA ARCHITECT - Functional Responsibility:</b> Designs and builds dimensional and/or relational databases. Develops data acquisition and archive recovery strategies and translates business requirements into long-term architectural solutions. Enhances data and object model structures to facilitate access.
Level 1	RD331	Bachelor's degree in Computer Programming/Analysis or closely related subject with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD332	Bachelor's degree in Computer Programming/Analysis or closely related subject with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Level 3</b>	<b>RD333</b>	Bachelor's degree in Computer Programming/Analysis or closely related subject with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD334</b>	Bachelor's degree in Computer Programming/Analysis or closely related subject with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD335</b>	Bachelor's degree in Computer Programming/Analysis or closely related subject with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>DATA ENTRY CLERK - Functional Responsibility:</b> Operates a data entry device to record or verify a variety of standard and/or complex coded or uncoded business and statistical source data into a computer. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.
<b>Level 1</b>	<b>RD341</b>	High School graduate with less than 2 years of relevant experience.
<b>Level 2</b>	<b>RD342</b>	High School graduate with at least 2 years of relevant experience.
<b>Level 3</b>	<b>RD343</b>	High School graduate with at least 4 years of relevant experience.
<b>Level 4</b>	<b>RD344</b>	High School graduate with at least 6 years of relevant experience.
<b>Level 5</b>	<b>RD345</b>	High School graduate with at least 8 years of relevant experience.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>DATA SECURITY ANALYST - Functional Responsibility:</b> Maintains systems to protect information and data from unauthorized users or intrusion. Identifies, reports, and resolves security violations.
<b>Level 1</b>	<b>RD351</b>	Bachelor's degree in Computer Science or closely related subject with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD352</b>	Bachelor's degree in Computer Science or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD353</b>	Bachelor's degree in Computer Science or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD354</b>	Bachelor's degree in Computer Science or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD355</b>	Bachelor's degree in Computer Science or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>DATA WAREHOUSING ANALYST - Functional Responsibility:</b> Designs functional data warehouse specifications and defines user interfaces. Implements technological applications to support business objectives and requirements.

<b>Level 1</b>	<b>RD361</b>	Bachelor's degree in Management Information Systems or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD362</b>	Bachelor's degree in Management Information Systems or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD363</b>	Bachelor's degree in Management Information Systems or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD364</b>	Bachelor's degree in Management Information Systems or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD365</b>	Bachelor's degree in Management Information Systems or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>DATA WAREHOUSING MANAGER</b> - <u>Functional Responsibility</u> : Oversees and maintains data warehouse development, sustainment and maintenance. Coordinates and facilitates the interchange of information and communications between data architects, analysts, engineers and programmers to insure present and future data storage procedures and requirements are met.
<b>Level 1</b>	<b>RD371</b>	Bachelor's degree in Management Information Systems, Business Data Processing or a closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD372</b>	Bachelor's degree in Management Information Systems, Business Data Processing or a closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD373</b>	Bachelor's degree in Management Information Systems, Business Data Processing or a closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD374</b>	Bachelor's degree in Management Information Systems, Business Data Processing or a closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD375</b>	Bachelor's degree in Management Information Systems, Business Data Processing or a closely related field with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>DATA WAREHOUSING PROGRAMMER</b> - <u>Functional Responsibility</u> : Provides data warehouse design, construction, and maintenance programming services. Establishes and implements testing and data verification procedures.
<b>Level 1</b>	<b>RD381</b>	Bachelor's degree in Computer Programming/Analysis or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD382</b>	Bachelor's degree in Computer Programming/ Analysis or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD383</b>	Bachelor's degree in Computer Programming/ Analysis or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD384</b>	Bachelor's degree in Computer Programming/ Analysis or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

		of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD385</b>	Bachelor's degree in Computer Programming/ Analysis or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>DATABASE DEVELOPER - Functional Responsibility:</b> Responsible for the design, architecture, and implementation of scaleable database projects such as building a database for a Web site or multiple Web sites, or integrating separate functional databases into a common database. Analyzes and studies complex system requirements. Designs database tools and subsystems to support database reuse, and domain analyses and manages their implementation. Assists in managing database development and support and estimates database development costs and schedule. Acts as a technical lead/task leader for a small team of database engineers, participates in the determination of database policies and procedures and has significant input in the technical direction of the group.
<b>Level 1</b>	<b>RD391</b>	Bachelor's degree in Computer Programming or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD392</b>	Bachelor's degree in Computer Programming or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD393</b>	Bachelor's degree in Computer Programming or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD394</b>	Bachelor's degree in Computer Programming or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD395</b>	Bachelor's degree in Computer Programming or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>DATABASE MANAGER - Functional Responsibility:</b> Oversees and manages the implementation, usage, and administration of all computerized databases. Projects, develops, and maintains anticipated long-term database requirements and develops implementation plans to support requirements.
<b>Level 1</b>	<b>RD401</b>	Bachelor's degree in Systems Administration or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD402</b>	Bachelor's degree in Systems Administration or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD403</b>	Bachelor's degree in Systems Administration or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD404</b>	Bachelor's degree in Systems Administration or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD405</b>	Bachelor's degree in Systems Administration or closely related field with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>DISASTER RECOVERY ANALYST - Functional Responsibility:</b> Establishes, coordinates and maintains applicable policies, standards, training, and quality assurance disaster recovery procedures. Conducts disaster recovery testing and simulations. Assists in the establishment of consolidated business area disaster recovery procedures and their implementation, if necessary.
Level 1	RD411	Bachelor's degree in Computer Science or related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD412	Bachelor's degree in Computer Science or related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 3	RD413	Bachelor's degree in Computer Science or related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 4	RD414	Bachelor's degree in Computer Science or related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 5	RD415	Bachelor's degree in Computer Science or related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>DISASTER RECOVERY MANAGER - Functional Responsibility:</b> Manages and administers the application of policies, standards, training, and quality assurance disaster recovery procedures. Coordinates and oversees disaster recovery testing and simulations. <u>Manages the implementation of business disaster recovery plans when required.</u>
Level 1	RD421	Bachelor's degree in Computer Science or related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD422	Bachelor's degree in Computer Science or related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 3	RD423	Bachelor's degree in Computer Science or related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 4	RD424	Bachelor's degree in Computer Science or related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 5	RD425	Bachelor's degree in Computer Science or related discipline with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>DISASTER RECOVERY SPECIALIST - Functional Responsibility:</b> Applies and implements the application of policies, standards, training, and quality assurance disaster recovery procedures. Implements and indicates disaster recovery testing and simulations. <u>Deploys business disaster recovery plans when required.</u>
Level 1	RD431	Bachelor's degree in Information Systems or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD432	Bachelor's degree in Information Systems or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements

		on a case-by-case basis.
<b>Level 3</b>	<b>RD433</b>	Bachelor's degree in Information Systems or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD434</b>	Bachelor's degree in Information Systems or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD435</b>	Bachelor's degree in Information Systems or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>ELECTRONIC BUSINESS ANALYST - Functional Responsibility:</b> Conducts surveys and customer audits. Assists in the planning, design, analysis and implementation of electronic data interchange (EDI) specifications, applications and enhancements. Supports EDI testing, product evaluation, configuration and training functions. Audits & reconciles EDI account transactions. Recommends EDI enhancements to legacy systems to improve efficiency.
<b>Level 1</b>	<b>RD441</b>	Bachelor's degree in Internet Information, E-Commerce or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD442</b>	Bachelor's degree in Internet Information, E-Commerce or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD443</b>	Bachelor's degree in Internet Information, E-Commerce or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD444</b>	Bachelor's degree in Internet Information, E-Commerce or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD445</b>	Bachelor's degree in Internet Information, E-Commerce or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>ELECTRONIC BUSINESS MANAGER - Functional Responsibility:</b> Manages the overall implementation and execution of electronic commerce, marketing and communications business systems and concepts. Supervises the implementation of electronic business organizational models and facilitates modifications and changes thereto as necessitated by evolving business strategies.
<b>Level 1</b>	<b>RD451</b>	Bachelor's degree in Internet Information, E-Commerce or related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD452</b>	Bachelor's degree in Internet Information, E-Commerce or related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD453</b>	Bachelor's degree in Internet Information, E-Commerce or related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD454</b>	Bachelor's degree in Internet Information, E-Commerce or related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Level 5</b>	<b>RD455</b>	Bachelor's degree in Internet Information, E-Commerce or related discipline with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
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<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>ELECTRONIC BUSINESS SPECIALIST - Functional Responsibility:</b> Supports the implementation and execution of electronic commerce, marketing and communications business systems and concepts. Assists in the implementation of electronic business organizational models and facilitates modifications and changes as necessitated by evolving business strategies. Trains operators in the use of EDI applications and order processing and validation.
<b>Level 1</b>	<b>RD461</b>	Bachelor's degree in Information Systems, E-Commerce, or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD462</b>	Bachelor's degree in Information Systems, E-Commerce, or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD463</b>	Bachelor's degree in Information Systems, E-Commerce, or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD464</b>	Bachelor's degree in Information Systems, E-Commerce, or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD465</b>	Bachelor's degree in Information Systems, E-Commerce, or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>ELECTRONIC DATA INTERCHANGE (EDI) MANAGER - Functional Responsibility:</b> Manages and oversees the planning, design, analysis and implementation of electronic data interchange (EDI) specifications, applications and enhancements. Maintains oversight of the EDI testing, product evaluation, configuration and training functions. Oversees EDI account transactions.
<b>Level 1</b>	<b>RD471</b>	Bachelor's degree in Computer Science, E-Commerce, or related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD472</b>	Bachelor's degree in Computer Science, E-Commerce, or related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD473</b>	Bachelor's degree in Computer Science, E-Commerce, or related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD474</b>	Bachelor's degree in Computer Science, E-Commerce, or related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD475</b>	Bachelor's degree in Computer Science, E-Commerce, or related discipline with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b><u>ELECTRONIC DATA INTERCHANGE (EDI) SPECIALIST - Functional Responsibility:</u></b> Plans, designs, analyzes and implements electronic data interchange (EDI) specifications, applications and enhancements. Conducts EDI testing, product evaluation, configuration and training for maintenance personnel.
Level 1	RD481	Bachelor's degree in Computer Science, E-Commerce, or related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD482	Bachelor's degree in Computer Science, E-Commerce, or related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 3	RD483	Bachelor's degree in Computer Science, E-Commerce, or related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 4	RD484	Bachelor's degree in Computer Science, E-Commerce, or related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 5	RD485	Bachelor's degree in Computer Science, E-Commerce, or related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b><u>ENGINEER - Functional Responsibility:</u></b> Responsible for design, development, implementation, and analysis of technical products and systems. Performs engineering design evaluations. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. May work under general supervision and typically reports to a supervisor or manager.
Level 1	RD491	Bachelor's degree in an applicable Engineering discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD492	Bachelor's degree in an applicable Engineering discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 3	RD493	Bachelor's degree in an applicable Engineering discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 4	RD494	Bachelor's degree in an applicable Engineering discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 5	RD495	Bachelor's degree in an applicable Engineering discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b><u>ENTERPRISE RESOURCE PLANNING (ERP) ANALYST - Functional Responsibility:</u></b> Analyzes and develops an Enterprise Resource Planning (ERP) program. Maintains and adjusts workflow parameters. Performs testing to insure ERP system is functioning in accordance with specifications and meets business needs.
Level 1	RD501	Bachelor's degree in Information Business Management, or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD502	Bachelor's degree in Information Business Management, or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for

		requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD503</b>	Bachelor's degree in Information Business Management, or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD504</b>	Bachelor's degree in Information Business Management, or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD505</b>	Bachelor's degree in Information Business Management, or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>ENTERPRISE RESOURCE PLANNING (ERP) ARCHITECT - Functional</b> <u>Responsibility:</u> Translates business requirements into discrete technical solutions based upon desired enterprise application parameters. Considers the effects of numerous business processes, including but not limited to investment analyses, data warehousing, return on investment (ROI), human resources analyses, material and logistics management, in devising necessary applications.
<b>Level 1</b>	<b>RD511</b>	Bachelor's degree in Business Information Systems or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD512</b>	Bachelor's degree in Business Information Systems or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD513</b>	Bachelor's degree in Business Information Systems or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD514</b>	Bachelor's degree in Business Information Systems or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD515</b>	Bachelor's degree in Business Information Systems or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>ENTERPRISE RESOURCE PLANNING (ERP) MANAGER - Functional</b> <u>Responsibility:</u> Oversees the proper utilization, modification and implementation of Enterprise Resource Planning (ERP) processes in the business environment. Directs the work of assigned ERP Analysts and Architects to achieve solutions addressing corporate needs.
<b>Level 1</b>	<b>RD521</b>	Bachelor's degree in Business Information Systems or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD522</b>	Bachelor's degree in Business Information Systems or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD523</b>	Bachelor's degree in Business Information Systems or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD524</b>	Bachelor's degree in Business Information Systems or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Level 5</b>	<b>RD525</b>	Bachelor's degree in Business Information Systems or related field with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b><u>GEOGRAPHIC INFORMATION SYSTEMS (GIS) ANALYST - Functional</u></b> <b><u>Responsibility:</u></b> Determines applications necessary to perform functional business requirements. Modifies scripts or programs, debugs resultant software products, develops new software code or authors/edits software documentation in support of business GIS needs.
<b>Level 1</b>	<b>RD531</b>	Bachelor's degree in Information Science or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD532</b>	Bachelor's degree in Information Science or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD533</b>	Bachelor's degree in Information Science or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD534</b>	Bachelor's degree in Information Science or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD535</b>	Bachelor's degree in Information Science or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b><u>GEOGRAPHIC INFORMATION SYSTEMS (GIS) MANAGER - Functional</u></b> <b><u>Responsibility:</u></b> Manages the overall integration, implementation, and maintenance of the corporate Geographic Information Systems (GIS) program. Supervises and directs the efforts of GIS Analysts, Programmers, or other assigned personnel.
<b>Level 1</b>	<b>RD541</b>	Bachelor's degree in Information Science or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD542</b>	Bachelor's degree in Information Science or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD543</b>	Bachelor's degree in Information Science or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD544</b>	Bachelor's degree in Information Science or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD545</b>	Bachelor's degree in Information Science or related field with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b><u>GEOGRAPHIC INFORMATION SYSTEMS (GIS) PROGRAMMER - Functional</u></b> <b><u>Responsibility:</u></b> Utilizes commercial software products to design and create interactive web pages for mapping purposes. Knowledge and facility with software such as ArcIMS (ESRI), Dream weaver, Adobe Photoshop, AutoCAD 2000NT, and similar products required.

<b>Level 1</b>	<b>RD551</b>	Bachelor's degree in Computer Programming or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD552</b>	Bachelor's degree in Computer Programming or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD553</b>	Bachelor's degree in Computer Programming or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD554</b>	Bachelor's degree in Computer Programming or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD555</b>	Bachelor's degree in Computer Programming or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>GRAPHICS SPECIALIST</b> - <u>Functional Responsibility</u> : Designs and develops graphics art materials for usage within presentations, promotions, instructional materials, advertisements, and similar items utilizing various media products such as web sites, CD-ROMs and DVDs. Facility with the design, development, and manipulation of sound, text, video, animations, and images into seamless multimedia presentations is required.
<b>Level 1</b>	<b>RD561</b>	Bachelor's degree in Graphics Arts, Design, or related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD562</b>	Bachelor's degree in Graphics Arts, Design, or related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD563</b>	Bachelor's degree in Graphics Arts, Design, or related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD564</b>	Bachelor's degree in Graphics Arts, Design, or related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD565</b>	Bachelor's degree in Graphics Arts, Design, or related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>HARDWARE ENGINEER</b> - <u>Functional Responsibility</u> : Performs empirical and functional analytical design services for envisioned hardware products. Analysis includes circuit design, structural parameters, efficient use of available space, and physical/electrical specifications.
<b>Level 1</b>	<b>RD571</b>	Bachelor's degree in an Electrical/Electronic Engineering discipline or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD572</b>	Bachelor's degree in an Electrical/Electronic Engineering discipline or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD573</b>	Bachelor's degree in an Electrical/Electronic Engineering discipline or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Level 4</b>	<b>RD574</b>	Bachelor's degree in an Electrical/Electronic Engineering discipline or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD575</b>	Bachelor's degree in an Electrical/Electronic Engineering discipline or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>HARDWARE MAINTENANCE TECHNICIAN</b> - <u>Functional Responsibility</u> : Applies technical knowledge to maintain, troubleshoot, and repair electronic circuitry or computer problems that typically cannot be solely solved by referencing manufacturers' manuals or similar documents. Knowledgeable in the use and operation of test equipment to diagnose electronic circuits may be required. Generally exercises independent judgment in performing tasks but work may be reviewed by supervisors for compliance with accepted practices and safety procedures. May provide technical guidance to lower level technicians.
<b>Level 1</b>	<b>RD581</b>	High School diploma with at least 2 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience on a case-by-case basis.
<b>Level 2</b>	<b>RD582</b>	High School diploma with at least 4 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience on a case-by-case basis.
<b>Level 3</b>	<b>RD583</b>	High School diploma with at least 6 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience on a case-by-case basis.
<b>Level 4</b>	<b>RD584</b>	High School diploma with at least 8 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience on a case-by-case basis.
<b>Level 5</b>	<b>RD585</b>	High School diploma with at least 10 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>HELP DESK COORDINATOR</b> - <u>Functional Responsibility</u> : Supervises other Help Desk Support personnel. Reviews support system software and trouble reports to ensure quality of service and compliance with response times. Discusses support with clients to ensure client satisfaction. Provide customer problem identification and resolution support, respond to user's problems in friendly, non-technical language, help end users with corrective procedures, answer questions on applications, track problems to their resolution, perform network diagnostics, and resolve end user system software problems.
<b>Level 1</b>	<b>RD591</b>	Bachelor's degree in Information Systems, Electrical Engineering Technology or related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD592</b>	Bachelor's degree in Information Systems, Electrical Engineering Technology or related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD593</b>	Bachelor's degree in Information Systems, Electrical Engineering Technology or related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD594</b>	Bachelor's degree in Information Systems, Electrical Engineering Technology or related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD595</b>	Bachelor's degree in Information Systems, Electrical Engineering Technology or related discipline with at least 10 years of relevant experience. Additional education or experience

	may be substituted for requirements on a case-by-case basis.
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Labor Grade	CLIN	Labor Category Description
		<b>HELP DESK SPECIALIST - Functional Responsibility:</b> Provide customer problem identification and resolution support, respond to user's problems in friendly, non-technical language, help end users with corrective procedures, answer questions on applications, track problems to their resolution, perform network diagnostics, and resolve end user system software problems.
<b>Level 1</b>	<b>RD601</b>	High School diploma with 2 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience.
<b>Level 2</b>	<b>RD602</b>	High School diploma with 4 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience.
<b>Level 3</b>	<b>RD603</b>	High School diploma with 6 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience.
<b>Level 4</b>	<b>RD604</b>	High School diploma with 8 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience.
<b>Level 5</b>	<b>RD605</b>	High School diploma with 10 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience.

Labor Grade	CLIN	Labor Category Description
		<b>INFORMATION ASSURANCE ENGINEER - Functional Responsibility:</b> Develops system information security parameters based upon corporate requirements and an independent analysis of users, corporate policies, resource demands, and applicable laws and regulations. Implements corporate information assurance business policies within both common user and dedicated systems. Designs and implements specialized security procedures and features as may be required in support of specific applications.
<b>Level 1</b>	<b>RD611</b>	Bachelor's degree in Network Systems, Data Communications, or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD612</b>	Bachelor's degree in Network Systems, Data Communications, or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD613</b>	Bachelor's degree in Network Systems, Data Communications, or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD614</b>	Bachelor's degree in Network Systems, Data Communications, or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD615</b>	Bachelor's degree in Network Systems, Data Communications, or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>INFORMATION ASSURANCE MANAGER - Functional Responsibility:</b> Manages the overall information assurance effort. Supervises assigned information assurance personnel, ensures adherence to corporate policies and doctrine, generates necessary reports, solicits and responds to user feedback, and anticipates necessary infrastructure improvements.
<b>Level 1</b>	<b>RD621</b>	Bachelor's degree in Network Systems, Data Communications, or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD622</b>	Bachelor's degree in Network Systems, Data Communications, or closely related field with

		at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD623</b>	Bachelor's degree in Network Systems, Data Communications, or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD624</b>	Bachelor's degree in Network Systems, Data Communications, or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD625</b>	Bachelor's degree in Network Systems, Data Communications, or closely related field with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>INFORMATION ASSURANCE NETWORK SPECIALIST</b> - <u>Functional Responsibility</u> : Configures, installs and maintains the business operating network. Troubleshoots and repairs server network hardware, software, and applications. Performs diagnosis and detection analysis and reporting on business server and desktop networks.
<b>Level 1</b>	<b>RD631</b>	Bachelor's degree in Network Administration or related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD632</b>	Bachelor's degree in Network Administration or related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD633</b>	Bachelor's degree in Network Administration or related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD634</b>	Bachelor's degree in Network Administration or related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD635</b>	Bachelor's degree in Network Administration or related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>INFORMATION ASSURANCE SYSTEMS SPECIALIST</b> - <u>Functional Responsibility</u> : Configures, installs and maintains the business operating systems. Troubleshoots and repairs server system hardware, software, and applications. Identifies and resolves intersystem communication problems. Performs diagnosis and detection analysis and reporting on business server and desktop systems.
<b>Level 1</b>	<b>RD641</b>	Bachelor's degree in Systems Administration or related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD642</b>	Bachelor's degree in Systems Administration or related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD643</b>	Bachelor's degree in Systems Administration or related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD644</b>	Bachelor's degree in Systems Administration or related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD645</b>	Bachelor's degree in Systems Administration or related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements

		on a case-by-case basis.
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Labor Grade	CLIN	Labor Category Description
		<b>INFORMATION SECURITY ANALYST</b> - <u>Functional Responsibility</u> : Analyzes information security procedures and applicable standards. Devises means and methods of testing and enhancing the security procedures. Monitors the changing software security environment to insure information security procedures are current and provide protection against emergent software security threats.
<b>Level 1</b>	<b>RD651</b>	Bachelor's degree in Information Security or related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD652</b>	Bachelor's degree in Information Security or related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD653</b>	Bachelor's degree in Information Security or related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD654</b>	Bachelor's degree in Information Security or related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD655</b>	Bachelor's degree in Information Security or related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>INFORMATION SECURITY MANAGER</b> - <u>Functional Responsibility</u> : Oversees the efforts of assigned information security personnel. Responsible for the proper functionality of security applications to support and protect business systems and networks. Interfaces with management regarding security related issues and concerns.
<b>Level 1</b>	<b>RD661</b>	Bachelor's degree in Information Security or related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD662</b>	Bachelor's degree in Information Security or related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD663</b>	Bachelor's degree in Information Security or related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD664</b>	Bachelor's degree in Information Security or related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD665</b>	Bachelor's degree in Information Security or related discipline with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>INFORMATION SECURITY SPECIALIST</b> - <u>Functional Responsibility</u> : Implements and maintains network information security standards and procedures. Ensures all information systems are secure and functional.

<b>Level 1</b>	<b>RD671</b>	Bachelor's degree in Network Administration or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD672</b>	Bachelor's degree in Network Administration or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD673</b>	Bachelor's degree in Network Administration or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD674</b>	Bachelor's degree in Network Administration or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD675</b>	Bachelor's degree in Network Administration or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>INFORMATION SYSTEMS ARCHITECT - Functional Responsibility:</b> Evaluates information systems and operating procedures. Determines and recommends improvements in current standards and implementation of system changes. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report to an executive or a manager. A wide degree of creativity and latitude is required.
<b>Level 1</b>	<b>RD681</b>	Bachelor's degree in Systems Administration or related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD682</b>	Bachelor's degree in Systems Administration or related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD683</b>	Bachelor's degree in Systems Administration or related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD684</b>	Bachelor's degree in Systems Administration or related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD685</b>	Bachelor's degree in Systems Administration or related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>INFORMATION SYSTEMS MANAGER - Functional Responsibility:</b> Supervises all functional aspects of the utilized information system including business planning and budgetary concerns. Develops proposed policies for review by corporate officers and then implements and enforces the approved policy. Manages the efforts of assigned supporting personnel.
<b>Level 1</b>	<b>RD691</b>	Bachelor's degree in Business or Systems Administration or related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD692</b>	Bachelor's degree in Business or Systems Administration or related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Level 3</b>	<b>RD693</b>	Bachelor's degree in Business or Systems Administration or related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD694</b>	Bachelor's degree in Business or Systems Administration or related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD695</b>	Bachelor's degree in Business or Systems Administration or related discipline with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>INFORMATION SYSTEMS PLANNER - Functional Responsibility:</b> Analyzes and proposes standards and methodologies for the implementation and enforcement of management information technology requirements. Develops budget proposals and hardware/software acquisition plans for integration into corporate long-term and short-range strategic plans. Revises implementation, enforcement, and acquisition plans in response to changing situations.
<b>Level 1</b>	<b>RD701</b>	Bachelor's degree in Business Administration/Management or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD702</b>	Bachelor's degree in Business Administration/Management or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD703</b>	Bachelor's degree in Business Administration/Management or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD704</b>	Bachelor's degree in Business Administration/Management or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD705</b>	Bachelor's degree in Business Administration/Management or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>INFORMATION SYSTEMS SPECIALIST - Functional Responsibility:</b> Designs, develops and conducts training programs in accordance with corporate objectives and guidelines. Assesses the effectiveness of provided training utilizing course questionnaires and feedback processes.
<b>Level 1</b>	<b>RD711</b>	Bachelor's degree in Education or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD712</b>	Bachelor's degree in Education or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD713</b>	Bachelor's degree in Education or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD714</b>	Bachelor's degree in Education or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD715</b>	Bachelor's degree in Education or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

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Labor Grade	CLIN	Labor Category Description
		<b>INFORMATION TECHNOLOGY (IT) SUBJECT MATTER SPECIALIST</b> - <u>Functional Responsibility:</u> Utilizes in-depth knowledge of information technology subject matter to analyze and assess all aspects of highly specialized operational environments and applications. Expertise extends to all IT areas including analysis, design, documentation, integration, implementation, training, maintenance and quality assurance matters.
<b>Level 1</b>	<b>RD721</b>	Bachelor's degree in Software Engineering or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD722</b>	Bachelor's degree in Software Engineering or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD723</b>	Bachelor's degree in Software Engineering or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD724</b>	Bachelor's degree in Software Engineering or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD725</b>	Bachelor's degree in Software Engineering or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>INSTRUCTIONAL TECHNOLOGIST</b> - <u>Functional Responsibility:</u> Designs and develops training outlines, scenarios, plans, objectives, curriculum, and medium of presentation for specific educational requirements. Identifies the best method for the accomplishment of the necessary training considering the hardware, software, audience, and training parameters. Determines the necessary training feedback methods, type of examinations and training assessment, and quality metrics.
<b>Level 1</b>	<b>RD731</b>	Bachelor's degree in Education or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD732</b>	Bachelor's degree in Education or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD733</b>	Bachelor's degree in Education or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD734</b>	Bachelor's degree in Education or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD735</b>	Bachelor's degree in Education or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>LOCAL AREA NETWORK (LAN) ADMINISTRATOR</b> - <u>Functional Responsibility:</u> Monitors the function of specific assigned Local Area Networks (LAN) and applicable servers. Responsible for necessary LAN back-up functions, system restoration, and security. Optimizes system performance and implements new system software products and

		architectural changes. Maintains and performs corrective maintenance upon all network devices and related hardware/software products.
<b>Level 1</b>	<b>RD741</b>	Bachelor's degree in Network Administration or closely related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD742</b>	Bachelor's degree in Network Administration or closely related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD743</b>	Bachelor's degree in Network Administration or closely related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD744</b>	Bachelor's degree in Network Administration or closely related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD745</b>	Bachelor's degree in Network Administration or closely related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>LOCAL AREA NETWORK (LAN) INTEGRATOR - Functional Responsibility:</b> Performs the overall system integration of the Local Area Network (LAN) to include the analysis, planning, design, installation, maintenance, and coordination necessary for implementation.
<b>Level 1</b>	<b>RD751</b>	Bachelor's degree in Network or Systems Administration or closely related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD752</b>	Bachelor's degree in Network or Systems Administration or closely related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD753</b>	Bachelor's degree in Network or Systems Administration or closely related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD754</b>	Bachelor's degree in Network or Systems Administration or closely related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD755</b>	Bachelor's degree in Network or Systems Administration or closely related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>LOCAL AREA NETWORK (LAN) SUPPORT TECHNICIAN - Functional Responsibility:</b> Monitors the performance and functionality of the Local Area Network (LAN) hardware and software. Performs routine preventive, predictive and corrective maintenance upon the server and associated hardware and software peripherals.
<b>Level 1</b>	<b>RD761</b>	High School diploma with at least 2 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 2</b>	<b>RD762</b>	High School diploma with at least 4 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 3</b>	<b>RD763</b>	High School diploma with at least 6 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience

		on a case-by-case basis.
<b>Level 4</b>	<b>RD764</b>	High School diploma with at least 8 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 5</b>	<b>RD765</b>	High School diploma with at least 10 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>LOGISTICS MANAGER - Functional Responsibility:</b> Responsible for oversight of buyer personnel that purchase and negotiate prices for: materials, equipment, and supplies from vendors. Evaluates vendor quotes and services to determine most desirable suppliers. Familiar with a variety of Information Technology field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Reports to an Executive or Director. A wide degree of creativity and latitude is expected in his/her ability to Manage a procurement department. Implements QMS policy and procedures within the purchasing department.
<b>Level 1</b>	<b>RD771</b>	Bachelor's degree in Accounting or closely related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD772</b>	Bachelor's degree in Accounting or closely related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD773</b>	Bachelor's degree in Accounting or closely related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD774</b>	Bachelor's degree in Accounting or closely related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD775</b>	Bachelor's degree in Accounting or closely related discipline with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>LOGISTICS SPECIALIST - Functional Responsibility:</b> Responsible for purchasing and negotiating materials, equipment, and supplies from vendors. Evaluates vendor quotes and services to determine most desirable suppliers. Relies on experience and judgment to plan and accomplish goals and perform a variety of complicated tasks. Reports to a Logistics Manager. A large amount of creativity and aggressiveness is expected when negotiating with suppliers. Must be compliant with QMS procedures.
<b>Level 1</b>	<b>RD781</b>	High School diploma with at least 2 years of relevant experience. Relevant college or trade school education and/or professional certifications may be substituted for experience.
<b>Level 2</b>	<b>RD782</b>	High School diploma with at least 4 years of relevant experience. Relevant college or trade school education and/or professional certifications may be substituted for experience.
<b>Level 3</b>	<b>RD783</b>	High School diploma with at least 6 years of relevant experience. Relevant college or trade school education and/or professional certifications may be substituted for experience.
<b>Level 4</b>	<b>RD784</b>	High School diploma with at least 8 years of relevant experience. Relevant college or trade school education and/or professional certifications may be substituted for experience.
<b>Level 5</b>	<b>RD785</b>	High School diploma with at least 10 years of relevant experience. Relevant college or trade school education and/or professional certifications may be substituted for experience.

Labor Grade	CLIN	Labor Category Description
		<b>METROPOLITAN AREA NETWORK (MAN) ADMINISTRATOR - Functional Responsibility:</b> Monitors the function of specific assigned Metropolitan Area Networks (MAN) and applicable servers. Responsible for necessary MAN back-up functions, system restoration, and security. Optimizes system performance and implements new system software products and architectural changes. Maintains and performs corrective maintenance upon all network devices and related hardware/software products.
Level 1	RD791	Bachelor's degree in Network Administration or closely related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD792	Bachelor's degree in Network Administration or closely related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 3	RD793	Bachelor's degree in Network Administration or closely related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 4	RD794	Bachelor's degree in Network Administration or closely related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 5	RD795	Bachelor's degree in Network Administration or closely related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>METROPOLITAN AREA NETWORK (MAN) INTEGRATOR - Functional Responsibility:</b> Performs the overall system integration of the Metropolitan Area Network (MAN) to include the analysis, planning, design, installation, maintenance, and coordination necessary for implementation.
Level 1	RD801	Bachelor's degree in Network or Systems Administration or closely related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD802	Bachelor's degree in Network or Systems Administration or closely related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 3	RD803	Bachelor's degree in Network or Systems Administration or closely related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 4	RD804	Bachelor's degree in Network or Systems Administration or closely related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 5	RD805	Bachelor's degree in Network or Systems Administration or closely related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>METROPOLITAN AREA NETWORK (MAN) SUPPORT TECHNICIAN - Functional Responsibility:</b> Monitors the performance and functionality of the Metropolitan Area Network (MAN) hardware and software. Performs routine preventive, predictive and corrective maintenance upon the server and associated hardware and software peripherals.

<b>Level 1</b>	<b>RD811</b>	High School diploma with at least 2 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 2</b>	<b>RD812</b>	High School diploma with at least 4 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 3</b>	<b>RD813</b>	High School diploma with at least 6 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 4</b>	<b>RD814</b>	High School diploma with at least 8 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 5</b>	<b>RD815</b>	High School diploma with at least 10 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>MODELING and SIMULATION SPECIALIST</b> - <u>Functional Responsibility:</u> Designs and develops exercise scenarios and plans, coordinates the implementation of approved products, supports training efforts, assesses training/simulation for anticipated results, and utilizes actual results to refine and modify training/simulation realism and relevance to desired objectives.
<b>Level 1</b>	<b>RD821</b>	Bachelor's degree in Computer Applications, Software Engineering, or closely related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD822</b>	Bachelor's degree in Computer Applications, Software Engineering, or closely related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD823</b>	Bachelor's degree in Computer Applications, Software Engineering, or closely related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD824</b>	Bachelor's degree in Computer Applications, Software Engineering, or closely related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD825</b>	Bachelor's degree in Computer Applications, Software Engineering, or closely related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>NETWORK ADMINISTRATOR</b> - <u>Functional Responsibility:</u> Performs system administrative functions for network, Local Area Network (LAN), Wide Area Network (WAN), and web functions relating to the implementation and maintenance of security functions. Devises solutions to network anomalies to include complete timelines, milestones, actions, and critical paths to achieve the necessary result.
<b>Level 1</b>	<b>RD831</b>	Bachelor's degree in Network Administration or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD832</b>	Bachelor's degree in Network Administration or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD833</b>	Bachelor's degree in Network Administration or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements

		on a case-by-case basis.
<b>Level 4</b>	<b>RD834</b>	Bachelor's degree in Network Administration or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD835</b>	Bachelor's degree in Network Administration or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>NETWORK CONTROL TECHNICIAN - Functional Responsibility:</b> Reviews, analyzes, and evaluates information technology systems operations. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required. Reviews, analyzes, develops, installs, and modifies computer operating systems.
<b>Level 1</b>	<b>RD841</b>	High School diploma with 2 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience.
<b>Level 2</b>	<b>RD842</b>	High School diploma with 4 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience.
<b>Level 3</b>	<b>RD843</b>	High School diploma with 6 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience.
<b>Level 4</b>	<b>RD844</b>	High School diploma with 8 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience.
<b>Level 5</b>	<b>RD845</b>	High School diploma with 10 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>NETWORK ENGINEER - Functional Responsibility:</b> Evaluates inherent networks and recommends procurement, implementation and maintenance of systems to achieve corporate objectives. Performs cost and item interoperability analyses to determine suitability for design goals.
<b>Level 1</b>	<b>RD851</b>	Bachelor's degree in Systems or Network Engineering or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD852</b>	Bachelor's degree in Systems or Network Engineering or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD853</b>	Bachelor's degree in Systems or Network Engineering or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD854</b>	Bachelor's degree in Systems or Network Engineering or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD855</b>	Bachelor's degree in Systems or Network Engineering or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>NETWORK MANAGER - Functional Responsibility:</b> Oversees and manages the efforts of all individuals assigned to the operation and support of network facilities. Supervises the

		coordination of system objectives where multiple functions, such as security, software support, and network operation, are involved.
<b>Level 1</b>	<b>RD861</b>	Bachelor's degree in Systems or Network Engineering or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD862</b>	Bachelor's degree in Systems or Network Engineering or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD863</b>	Bachelor's degree in Systems or Network Engineering or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD864</b>	Bachelor's degree in Systems or Network Engineering or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD865</b>	Bachelor's degree in Systems or Network Engineering or related field with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>NETWORK PLANNING ANALYST - Functional Responsibility:</b> Reviews, plans, and evaluates network systems. May troubleshoot network systems and recommend improvements to network. Provides documentation/project tracking and management reporting. Provides tactical and strategic input on overall network planning and related projects. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top-level contributor/specialist. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.
<b>Level 1</b>	<b>RD871</b>	Bachelor's degree in Network Administration or related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD872</b>	Bachelor's degree in Network Administration or related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD873</b>	Bachelor's degree in Network Administration or related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD874</b>	Bachelor's degree in Network Administration or related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD875</b>	Bachelor's degree in Network Administration or related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>NETWORK SUPPORT TECHNICIAN - Functional Responsibility:</b> Supports, monitors, tests, and troubleshoots hardware and software problems pertaining to LAN. Recommends and schedules repairs. Provides end users support for all LAN- based applications, Installs and configures workstations. Has knowledge of commonly- used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

<b>Level 1</b>	<b>RD881</b>	High School diploma with at least 2 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 2</b>	<b>RD882</b>	High School diploma with at least 4 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 3</b>	<b>RD883</b>	High School diploma with at least 6 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 4</b>	<b>RD884</b>	High School diploma with at least 8 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 5</b>	<b>RD885</b>	High School diploma with at least 10 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>OPERATIONS ANALYST - Functional Responsibility:</b> Provides technical guidance, analysis, and monitoring of information system operation. Compiles operational data and records; develops reports; performs analyses of failure information; and suggests maintenance procedures.
<b>Level 1</b>	<b>RD891</b>	Bachelor's degree in Systems Analysis, Operations Research, or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD892</b>	Bachelor's degree in Systems Analysis, Operations Research, or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD893</b>	Bachelor's degree in Systems Analysis, Operations Research, or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD894</b>	Bachelor's degree in Systems Analysis, Operations Research, or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD895</b>	Bachelor's degree in Systems Analysis, Operations Research, or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>OPERATIONS MANAGER - Functional Responsibility:</b> Provides oversight of all business activities within either a discrete operational area or a wide range of business functions encompassing multiple areas. Provides direction and support to Site Manager's, Project and Program Manager's.
<b>Level 1</b>	<b>RD901</b>	Bachelor's degree in Systems Analysis, Operations Research, or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD902</b>	Bachelor's degree in Systems Analysis, Operations Research, or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD903</b>	Bachelor's degree in Systems Analysis, Operations Research, or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD904</b>	Bachelor's degree in Systems Analysis, Operations Research, or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

		years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD905</b>	Bachelor's degree in Systems Analysis, Operations Research, or related field with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>OPERATIONS SUPPORT TECHNICIAN</b> - <u>Functional Responsibility</u> : Maintains assigned information system infrastructure. Develops, documents and implements preventive, predictive and corrective maintenance procedures. Addresses user concerns and problems.
<b>Level 1</b>	<b>RD911</b>	High School diploma with at least 2 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 2</b>	<b>RD912</b>	High School diploma with at least 4 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 3</b>	<b>RD913</b>	High School diploma with at least 6 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 4</b>	<b>RD914</b>	High School diploma with at least 8 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 5</b>	<b>RD915</b>	High School diploma with at least 10 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>PROGRAM MANAGER</b> - <u>Functional Responsibility</u> : Authorized primary interface with the client's management personnel. Responsible for formulating and enforcing work standards, establishing program schedules, supervising personnel, and communicating policies, purposes, and goals of the organization to subordinates. Also responsible for the overall contract performance to include information resource management, budget, and cost control.
<b>Level 1</b>	<b>RD921</b>	Bachelor's degree with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD922</b>	Bachelor's degree with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD923</b>	Bachelor's degree with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD924</b>	Bachelor's degree with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD925</b>	Bachelor's degree with at least 12 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>PROJECT ENGINEER</b> - <u>Functional Responsibility</u> : Performs engineering design evaluations on assigned projects. Manages the engineering effort on long-term projects or a portion of the effort on large-scale programs. Responsible for the achievement of project budgetary and scheduling goals.

<b>Level 1</b>	<b>RD931</b>	Bachelor's degree in applicable Engineering discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD932</b>	Bachelor's degree in applicable Engineering discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD933</b>	Bachelor's degree in applicable Engineering discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD934</b>	Bachelor's degree in applicable Engineering discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD935</b>	Bachelor's degree in applicable Engineering discipline with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>PROJECT MANAGER - Functional Responsibility:</b> Authorized interface with the client's management personnel. He/she will be responsible for formulating and enforcing work standards, project schedules, supervising personnel and communicating policies, purposes, and goals of the organization and/or project to subordinates. Also responsible for day-to-day operation and the overall project performance. Has understanding of, and experience in, complete project development life cycle, proposal and/or task order development, and working knowledge of program management functions including cost, schedule status and reporting.
<b>Level 1</b>	<b>RD941</b>	Bachelor's degree with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD942</b>	Bachelor's degree with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD943</b>	Bachelor's degree with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD944</b>	Bachelor's degree with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD945</b>	Bachelor's degree with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>PUBLICATIONS ANALYST - Functional Responsibility:</b> Develops and recommends the applicable policies and procedures to be utilized in the development of publications of differing types and requirements.
<b>Level 1</b>	<b>RD951</b>	High School diploma with 2 years of relevant experience. Relevant college or trade school education and/or professional certifications may be substituted for experience.
<b>Level 2</b>	<b>RD952</b>	High School diploma with 4 years of relevant experience. Relevant college or trade school education and/or professional certifications may be substituted for experience.
<b>Level 3</b>	<b>RD953</b>	High School diploma with 6 years of relevant experience. Relevant college or trade school education and/or professional certifications may be substituted for experience.
<b>Level 4</b>	<b>RD954</b>	High School diploma with 8 years of relevant experience. Relevant college or trade school education and/or professional certifications may be substituted for experience.
<b>Level 5</b>	<b>RD955</b>	High School diploma with 10 years of relevant experience. Relevant college or trade school education and/or professional certifications may be substituted for experience.

Labor Grade	CLIN	Labor Category Description
		<b>PUBLICATIONS MANAGER</b> - <u>Functional Responsibility</u> : Implements and manages the corporate publication policies and procedures. Ensures employees adhere to the established publication development doctrine and produce assigned products on time and within budget while yielding the expected results. Functional familiarity with standard publication development procedures and practices required. Relies upon experience, creativity, and judgment to plan and accomplish objectives.
Level 1	RD961	Bachelor's degree in English, Journalism or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD962	Bachelor's degree in English, Journalism or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 3	RD963	Bachelor's degree in English, Journalism or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 4	RD964	Bachelor's degree in English, Journalism or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 5	RD965	Bachelor's degree in English, Journalism or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>QUALITY ASSURANCE MANAGER</b> - <u>Functional Responsibility</u> : Supervises the efforts of assigned Quality Assurance Specialists and monitors the implementation of QA processes and procedures to ensure compliance with corporate/contract standards and applicable regulations. Facilitates process improvements. Serves as the liaison to upper level management regarding QA matters.
Level 1	RD971	Bachelor's degree in Quality Assurance or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD972	Bachelor's degree in Quality Assurance or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 3	RD973	Bachelor's degree in Quality Assurance or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 4	RD974	Bachelor's degree in Quality Assurance or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 5	RD975	Bachelor's degree in Quality Assurance or closely related field with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>QUALITY ASSURANCE SPECIALIST</b> - <u>Functional Responsibility</u> : Develops applicable Quality Assurance Plans in response to business and/or contract requirements. Assesses Plan implementation, insures adherence to defined processes, and recommends improvements.

<b>Level 1</b>	<b>RD981</b>	Bachelor's degree in Quality Assurance or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD982</b>	Bachelor's degree in Quality Assurance or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD983</b>	Bachelor's degree in Quality Assurance or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD984</b>	Bachelor's degree in Quality Assurance or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD985</b>	Bachelor's degree in Quality Assurance or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>SECURITY ANALYST - Functional Responsibility:</b> Analyzes corporate or applicable contract security procedures to ensure material and information is safeguarded and to assess potential vulnerabilities. Makes recommendations regarding the implementation of specific security protocols or procedures to minimize identified threats. Recommends procedural training to users to minimize system compromise.
<b>Level 1</b>	<b>RD991</b>	Bachelor's degree in Information Systems Security, Business Security, or other closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD992</b>	Bachelor's degree in Information Systems Security, Business Security, or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD993</b>	Bachelor's degree in Information Systems Security, Business Security, or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD994</b>	Bachelor's degree in Information Systems Security, Business Security, or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD995</b>	Bachelor's degree in Information Systems Security, Business Security, or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>SECURITY ENGINEER - Functional Responsibility:</b> Researches and develops specifications for the implementation of hardware/software security solutions and interfaces in response to specific requirements. Proposes functional changes to existing systems to enhance security or minimize device conflicts.
<b>Level 1</b>	<b>RD1001</b>	Bachelor's degree in Information Systems Security, Business Security, or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1002</b>	Bachelor's degree in Information Systems Security, Business Security, or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1003</b>	Bachelor's degree in Information Systems Security, Business Security, or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Level 4</b>	<b>RD1004</b>	Bachelor's degree in Information Systems Security, Business Security, or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1005</b>	Bachelor's degree in Information Systems Security, Business Security, or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>SECURITY MANAGER - Functional Responsibility:</b> Responsible for the overall security effort. Manages the efforts of Security Analysts and Engineers to insure all identified or potential security matters and issues are expeditiously addressed and resolved. Advises corporate leaders regarding security concerns.
<b>Level 1</b>	<b>RD1011</b>	Bachelor's degree in Information Systems Security, Business Security, or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1012</b>	Bachelor's degree in Information Systems Security, Business Security, or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1013</b>	Bachelor's degree in Information Systems Security, Business Security, or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1014</b>	Bachelor's degree in Information Systems Security, Business Security, or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1015</b>	Bachelor's degree in Information Systems Security, Business Security, or closely related field with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>SECURITY SYSTEMS COORDINATOR - Functional Responsibility:</b> Develops, evaluates, refines, coordinates and implements organizational security programs in accordance with corporate/contract requirements.
<b>Level 1</b>	<b>RD1021</b>	Bachelor's degree in Systems Administration, Information Systems or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1022</b>	Bachelor's degree in Systems Administration, Information Systems or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1023</b>	Bachelor's degree in Systems Administration, Information Systems or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1024</b>	Bachelor's degree in Systems Administration, Information Systems or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1025</b>	Bachelor's degree in Systems Administration, Information Systems or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>SITE MANAGER - Functional Responsibility:</b> Manages overall site activity to insure requirements are achieved. Manages personnel, equipment, and material resources; develops

		necessary reports; and functions as the corporate interface to the customer.
<b>Level 1</b>	<b>RD1031</b>	Bachelor's degree in a technical field closely related to the applicable site performance requirements with at least 2 years of relevant experience or an equivalent combination of education and experience.
<b>Level 2</b>	<b>RD1032</b>	Bachelor's degree in a technical field closely related to the applicable site performance requirements with at least 4 years of relevant experience or an equivalent combination of education and experience.
<b>Level 3</b>	<b>RD1033</b>	Bachelor's degree in a technical field closely related to the applicable site performance requirements with at least 6 years of relevant experience or an equivalent combination of education and experience.
<b>Level 4</b>	<b>RD1034</b>	Bachelor's degree in a technical field closely related to the applicable site performance requirements with at least 8 years of relevant experience or an equivalent combination of education and experience.
<b>Level 5</b>	<b>RD1035</b>	Bachelor's degree in a technical field closely related to the applicable site performance requirements with at least 10 years of relevant experience or an equivalent combination of education and experience.

Labor Grade	CLIN	Labor Category Description
		<b>SOFTWARE ARCHITECT</b> - <u>Functional Responsibility</u> : Develops or designs new software applications or enhancements to previously existing products. Performs analysis of problems encountered in system integration and devises solutions. Analyzes and assesses the impact, feasibility, and desirability of future software projects for management.
<b>Level 1</b>	<b>RD1041</b>	Bachelor's degree in Computer Engineering, Software Engineering, or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1042</b>	Bachelor's degree in Computer Engineering, Software Engineering, or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1043</b>	Bachelor's degree in Computer Engineering, Software Engineering, or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1044</b>	Bachelor's degree in Computer Engineering, Software Engineering, or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1045</b>	Bachelor's degree in Computer Engineering, Software Engineering, or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>SOFTWARE DEVELOPER</b> - <u>Functional Responsibility</u> : Identifies software limitations and devises improvements and enhancements to address those limitations. Solicits improvement suggestions from software users. May design/develop unique software applications to address specific requirements. Develops software documentation to support developed products.
<b>Level 1</b>	<b>RD1051</b>	Bachelor's degree in Software Development, Software Engineering, or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1052</b>	Bachelor's degree in Software Development, Software Engineering, or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1053</b>	Bachelor's degree in Software Development, Software Engineering, or closely related field with at least 4 years of relevant experience. Additional education or experience may be

		substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1054</b>	Bachelor's degree in Software Development, Software Engineering, or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1055</b>	Bachelor's degree in Software Development, Software Engineering, or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>SOFTWARE ENGINEER - Functional Responsibility:</b> Specifies parameters for software programming applications and develops specifications. Designs, programs, tests, debugs, and documents developed programs. Assists software developers in the development of complex software products. Evaluates new and existing software products.
<b>Level 1</b>	<b>RD1061</b>	Bachelor's degree in Software Engineering, or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1062</b>	Bachelor's degree in Software Engineering, or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1063</b>	Bachelor's degree in Software Engineering, or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1064</b>	Bachelor's degree in Software Engineering, or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1065</b>	Bachelor's degree in Software Engineering, or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>STRATEGIC PLANNER - Functional Responsibility:</b> Provides technical and mission area expertise in the development of business area mission and vision statements. Conducts long-range advance data development and planning to address strategic goals and tasks. Broadly outlines operational plans to include the benefits and pitfalls involved in implementation.
<b>Level 1</b>	<b>RD1071</b>	Bachelor's degree in Business Administration, Business Management, or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1072</b>	Bachelor's degree in Business Administration, Business Management, or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1073</b>	Bachelor's degree in Business Administration, Business Management, or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1074</b>	Bachelor's degree in Business Administration, Business Management, or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1075</b>	Bachelor's degree in Business Administration, Business Management, or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>SUBJECT MATTER EXPERT - Functional Responsibility:</b> For any profession or discipline specific or multi-disciplined program, consults with applicable client management and professional (medical, scientific, engineering, etc.) personnel to minimize costs and maximize efficiency in achieving the stated requirements. Advises program leadership on all pertinent activities of a large-scale program, series of projects, technologies, or clients. Can be responsible for audit or investigative aspects of fact finding, with regard to project management, technical work, quality of work, standards compliance, schedule, and costs associated with various issued orders. Ensures that all activities conform to terms and conditions of a contract and ordering procedures. Acts as liaison between the applicable client representatives and corporate management. Recommends performance metrics, methodologies to be used, and any and all program/task related activities, draws upon senior support staff, engineering and technical experts to resolve contractual and technical problems.
<b>Level 1</b>	<b>RD1081</b>	Master's degree with 2 years of relevant experience; Bachelor's degree with 4 years of relevant experience or an equivalent combination of education and experience in the specific subject matter area.
<b>Level 2</b>	<b>RD1082</b>	Master's degree with 4 years of relevant experience; Bachelor's degree with 6 years of relevant experience or an equivalent combination of education and experience in the specific subject matter area.
<b>Level 3</b>	<b>RD1083</b>	Master's degree with 6 years of relevant experience; Bachelor's degree with 8 years of relevant experience or an equivalent combination of education and experience in the specific subject matter area.
<b>Level 4</b>	<b>RD1084</b>	Master's degree with 8 years of relevant experience; Bachelor's degree with 10 years of relevant experience or an equivalent combination of education and experience in the specific subject matter area.
<b>Level 5</b>	<b>RD1085</b>	Master's degree with 10 years of relevant experience; Bachelor's degree with 12 years of relevant experience or an equivalent combination of education and experience in the specific subject matter area.

Labor Grade	CLIN	Labor Category Description
		<b>SYSTEMS ADMINISTRATOR - Functional Responsibility:</b> Manages the integrated server application system. Assesses, installs and monitors necessary system upgrades, new software, software patches, and security measures. Resolves software operating system problems. Maintains system configuration and data. Performs regular system backups and data recovery efforts when required.
<b>Level 1</b>	<b>RD1091</b>	Bachelor's degree in Systems Administration or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1092</b>	Bachelor's degree in Systems Administration or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1093</b>	Bachelor's degree in Systems Administration or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1094</b>	Bachelor's degree in Systems Administration or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1095</b>	Bachelor's degree in Systems Administration or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>SYSTEMS ANALYST - Functional Responsibility:</b> Assesses and matches corporate functional system requirements with specific hardware and software applications. Recommends infrastructure improvements and conducts analyses and planning to determine future information technology needs to keep pace with corporate growth.
Level 1	RD1101	Bachelor's degree in Systems Administration or closely related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD1102	Bachelor's degree in Systems Administration or closely related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 3	RD1103	Bachelor's degree in Systems Administration or closely related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 4	RD1104	Bachelor's degree in Systems Administration or closely related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 5	RD1105	Bachelor's degree in Systems Administration or closely related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>SYSTEMS ENGINEER - Functional Responsibility:</b> Performs a broad range of systems engineering tasks, including but not limited to analysis, design, implementation, integration, and quality assurance. Analyzes and assesses the personnel, hardware, software, facility, equipment, and financial requirements necessary to support assigned tasks.
Level 1	RD1111	Bachelor's degree in Systems Administration, Hardware/Software Engineering or related field with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 2	RD1112	Bachelor's degree in Systems Administration, Hardware/Software Engineering or related field with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 3	RD1113	Bachelor's degree in Systems Administration, Hardware/Software Engineering or related field with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 4	RD1114	Bachelor's degree in Systems Administration, Hardware/Software Engineering or related field with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
Level 5	RD1115	Bachelor's degree in Systems Administration, Hardware/Software Engineering or related field with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>SYSTEMS TECHNOLOGIST - Functional Responsibility:</b> Develops, operates and maintains software libraries and catalogues their contents. Provides instruction to library users. Supports individuals utilizing the available library software and programs.
Level 1	RD1121	High School diploma with at least 2 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
Level 2	RD1122	High School diploma with at least 4 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.

<b>Level 3</b>	<b>RD1123</b>	High School diploma with at least 6 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 4</b>	<b>RD1124</b>	High School diploma with at least 8 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 5</b>	<b>RD1125</b>	High School diploma with at least 10 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>TECHNICAL EDITOR - Functional Responsibility:</b> Reviews and revises technical documentation prepared by either Technical Writer's or other individuals. Ensures finished documents conform with approved style guidelines.
<b>Level 1</b>	<b>RD1131</b>	Bachelor's degree in Journalism, English, or related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1132</b>	Bachelor's degree in Journalism, English, or related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1133</b>	Bachelor's degree in Journalism, English, or related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1134</b>	Bachelor's degree in Journalism, English, or related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1135</b>	Bachelor's degree in Journalism, English, or related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>TECHNICAL WRITER - Functional Responsibility:</b> Researches, outlines and drafts a wide range of technical reports, articles, or documentation in response to tasking. Assists in the coordination of graphics insertion, production and publication of the final product.
<b>Level 1</b>	<b>RD1141</b>	High School diploma with at less than 2 years of relevant experience or an equivalent combination of education and/or experience.
<b>Level 2</b>	<b>RD1142</b>	High School diploma with at least 2 years of relevant experience or an equivalent combination of education and/or experience.
<b>Level 3</b>	<b>RD1143</b>	High School diploma with at least 4 years of relevant experience or an equivalent combination of education and/or experience.
<b>Level 4</b>	<b>RD1144</b>	High School diploma with at least 6 years of relevant experience or an equivalent combination of education and/or experience.
<b>Level 5</b>	<b>RD1145</b>	High School diploma with at least 8 years of relevant experience or an equivalent combination of education and/or experience.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>TELECOMMUNICATIONS ANALYST - Functional Responsibility:</b> Provides analysis and support for complex telecommunications engineering or analytical tasks involving multiple functions.

<b>Level 1</b>	<b>RD1151</b>	Bachelor's degree in Communications Engineering or closely related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1152</b>	Bachelor's degree in Communications Engineering or closely related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1153</b>	Bachelor's degree in Communications Engineering or closely related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1154</b>	Bachelor's degree in Communications Engineering or closely related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1155</b>	Bachelor's degree in Communications Engineering or closely related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>TELECOMMUNICATIONS ENGINEER - Functional Responsibility:</b> Provides analysis and technical guidance during the performance of telecommunication network planning, design, installation, integration and maintenance. Proposes configuration and design alternatives to enhance system performance and efficiency. Analyzes system usage, interfaces, accessibility, and protocols and recommends measures to enhance network performance.
<b>Level 1</b>	<b>RD1161</b>	Bachelor's degree in Communications or Network Engineering or closely related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1162</b>	Bachelor's degree in Communications or Network Engineering or closely related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1163</b>	Bachelor's degree in Communications or Network Engineering or closely related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1164</b>	Bachelor's degree in Communications or Network Engineering or closely related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1165</b>	Bachelor's degree in Communications or Network Engineering or closely related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>TELECOMMUNICATIONS HELP DESK SPECIALIST - Functional Responsibility:</b> Responds to user issues and complaints regarding telecommunications, voice and data matters. Coordinates responses to user issues and follows up to insure problems are satisfactorily resolved. Documents all activities.
<b>Level 1</b>	<b>RD1171</b>	High School diploma with 2 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience.
<b>Level 2</b>	<b>RD1172</b>	High School diploma with 4 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience.
<b>Level 3</b>	<b>RD1173</b>	High School diploma with 6 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience.
<b>Level 4</b>	<b>RD1174</b>	High School diploma with 8 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience.

<b>Level 5</b>	<b>RD1175</b>	High School diploma with 10 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience.
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<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>TELECOMMUNICATIONS MAINTENANCE TECHNICIAN - Functional Responsibility:</b> Installs, tests, troubleshoots, programs, maintains, and repairs digital switching equipment, attendant consoles, power and ringing relay racks, miscellaneous telephone, radio, fire alarms, intrusion alarms, and computer data circuits and related apparatus. Analyzes system failures and other unusual system occurrences to isolate the source of the problem and determine whether the failure is caused by software, hardware, or other factors. Maintains manual and/or computerized records, including detailed records, traffic analysis records, cable records, line records, subscriber service records and spare parts inventories.
<b>Level 1</b>	<b>RD1181</b>	High School diploma with at least 2 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience on a case-by-case basis.
<b>Level 2</b>	<b>RD1182</b>	High School diploma with at least 4 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience on a case-by-case basis.
<b>Level 3</b>	<b>RD1183</b>	High School diploma with at least 6 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience on a case-by-case basis.
<b>Level 4</b>	<b>RD1184</b>	High School diploma with at least 8 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience on a case-by-case basis.
<b>Level 5</b>	<b>RD1185</b>	High School diploma with at least 10 years of relevant experience. Relevant college or trade school education and/or hardware certifications may be substituted for experience on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>TELECOMMUNICATIONS MANAGER - Functional Responsibility:</b> Develops and reviews Installation and test plans. Supervises Technical support personnel in: troubleshooting, programming, maintaining, and repairing digital switching equipment, attendant consoles, power and ringing relay racks, miscellaneous telephone, radio, fire alarms, intrusion alarms, and computer data circuits and related apparatus. Reviews and analyzes system failure data and other unusual system occurrences. Develops procedures to isolate the source of the problem and determine whether the failure is caused by software, hardware, or other factors and directs the implementation of corrective action. Audits manual and/or computerized records, including detailed records, traffic analysis records, cable records, line records, subscriber service records and spare parts inventories to determine: efficient and effective staffing levels and sparing inventories to support the installed equipment.
<b>Level 1</b>	<b>RD1191</b>	Bachelor's degree in Communications or Network Engineering or closely related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1192</b>	Bachelor's degree in Communications or Network Engineering or closely related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1193</b>	Bachelor's degree in Communications or Network Engineering or closely related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1194</b>	Bachelor's degree in Communications or Network Engineering or closely related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Level 5</b>	<b>RD1195</b>	Bachelor's degree in Communications or Network Engineering or closely related discipline with at least 10 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
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<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>TELECOMMUNICATIONS OPERATOR - Functional Responsibility:</b> Operates a single-position telephone switchboard or console to relay incoming, outgoing, and intra-system calls. Records and transmits messages; maintains records of calls placed; and provides generic information to callers. May perform typing or other routine clerical functions while at the switchboard or console.
<b>Level 1</b>	<b>RD1201</b>	High School diploma with less than 2 years of relevant experience. College or trade school education and/or certifications may be substituted for experience on a case-by-case basis.
<b>Level 2</b>	<b>RD1202</b>	High School diploma with at least 2 years of relevant experience. College or trade school education and/or certifications may be substituted for experience on a case-by-case basis.
<b>Level 3</b>	<b>RD1203</b>	High School diploma with at least 4 years of relevant experience. College or trade school education and/or certifications may be substituted for experience on a case-by-case basis.
<b>Level 4</b>	<b>RD1204</b>	High School diploma with at least 6 years of relevant experience. College or trade school education and/or certifications may be substituted for experience on a case-by-case basis.
<b>Level 5</b>	<b>RD1205</b>	High School diploma with at least 8 years of relevant experience. College or trade school education and/or certifications may be substituted for experience on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>TELECOMMUNICATIONS PROGRAMMER - Functional Responsibility:</b> Determines telecommunication user needs and devises software solutions to address user requirements. Designs, integrates and tests communications software interfaces.
<b>Level 1</b>	<b>RD1211</b>	Bachelor's degree in Computer Programming or closely related discipline with less than 2 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1212</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 2 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1213</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 4 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1214</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 6 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1215</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 8 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>TEST ENGINEER - Functional Responsibility:</b> Specialist in subject matter testing in support of user software and hardware application requirements. Performs user requirements analyses, testing design, risk assessment and mitigation during all facets of the hardware and software development process.
<b>Level 1</b>	<b>RD1221</b>	Bachelor's degree in Hardware or Software Engineering or closely related discipline with at least 2 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1222</b>	Bachelor's degree in Hardware or Software Engineering or closely related discipline with at least 4 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.

		be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1223</b>	Bachelor's degree in Hardware or Software Engineering or closely related discipline with at least 6 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1224</b>	Bachelor's degree in Hardware or Software Engineering or closely related discipline with at least 8 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1225</b>	Bachelor's degree in Hardware or Software Engineering or closely related discipline with at least 10 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>WEBSITE DESIGNER - Functional Responsibility:</b> Produces graphic sketches, designs, and copy layouts for online content. Determines size and arrangement of illustrative material and copy, selects style and size of type, and arranges layout based upon available space, knowledge of layout principles, and aesthetic design concepts. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Typically reports to a manager. A wide degree of creativity and latitude is expected.
<b>Level 1</b>	<b>RD1231</b>	Bachelor's degree in Computer Programming or closely related discipline with less than 2 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1232</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 2 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1233</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 4 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1234</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 6 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1235</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 8 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.

Labor Grade	CLIN	Labor Category Description
		<b>WEBSITE MANAGER - Functional Responsibility:</b> Responsible for the overall content, functionality, and security of the business/organizational website in compliance with corporate requirements. Oversees the efforts of the Website Designer, Security Analyst and Software Developer in the performance of their duties. Acts as the liaison with corporate management on matters relating to the website and implements corporate website policies.
<b>Level 1</b>	<b>RD1241</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 2 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1242</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 4 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1243</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 6 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1244</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 8 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.

<b>Level 5</b>	<b>RD1245</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 10 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
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<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>WEBSITE SECURITY ANALYST - Functional Responsibility:</b> Responsible for all functions and procedures necessary to insure website security and guarantee the integrity and privacy of Internet/Website transactions. Assesses adequacy of security protocols and recommends additional procedures to eliminate the potential for security breaches.
<b>Level 1</b>	<b>RD1251</b>	Bachelor's degree in Information Systems Security, Business Security, or other closely related field with less than 2 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1252</b>	Bachelor's degree in Information Systems Security, Business Security, or other closely related field with at least 2 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1253</b>	Bachelor's degree in Information Systems Security, Business Security, or other closely related field with at least 4 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1254</b>	Bachelor's degree in Information Systems Security, Business Security, or other closely related field with at least 6 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1255</b>	Bachelor's degree in Information Systems Security, Business Security, or other closely related field with at least 8 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>WEBSITE SOFTWARE DEVELOPER - Functional Responsibility:</b> Designs, develops and implements software code to support website requirements including any necessary system architecture, site concepts and interfaces. Performs software code troubleshooting and debugging as necessary to achieve desired performance. Knowledgeable of HTML, CGI, JavaScript and Java Applet usage as well as various commercial software products such as Dreamweaver HTML or Cold Fusion.
<b>Level 1</b>	<b>RD1261</b>	Bachelor's degree in Computer Programming or closely related discipline with less than 2 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1262</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 2 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1263</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 4 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1264</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 6 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1265</b>	Bachelor's degree in Computer Programming or closely related discipline with at least 8 years of relevant experience. Additional education, certifications or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>WIDE AREA NETWORK (WAN) ADMINISTRATOR - Functional Responsibility:</b> Monitors the function of specific assigned Wide Area Networks (WAN) and applicable servers. Responsible for necessary WAN back-up functions, system restoration, and

		security. Optimizes system performance and implements new system software products and architectural changes. Maintains and performs corrective maintenance upon all network devices and related hardware/software products.
<b>Level 1</b>	<b>RD1271</b>	Bachelor's degree in Network Administration or closely related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1272</b>	Bachelor's degree in Network Administration or closely related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1273</b>	Bachelor's degree in Network Administration or closely related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1274</b>	Bachelor's degree in Network Administration or closely related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1275</b>	Bachelor's degree in Network Administration or closely related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>WIDE AREA NETWORK (WAN) INTEGRATOR - Functional Responsibility:</b> Performs the overall system integration of the Wide Area Network (WAN) to include the analysis, planning, design, installation, maintenance, and coordination necessary for implementation.
<b>Level 1</b>	<b>RD1281</b>	Bachelor's degree in Network or Systems Administration or closely related discipline with less than 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 2</b>	<b>RD1282</b>	Bachelor's degree in Network or Systems Administration or closely related discipline with at least 2 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 3</b>	<b>RD1283</b>	Bachelor's degree in Network or Systems Administration or closely related discipline with at least 4 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 4</b>	<b>RD1284</b>	Bachelor's degree in Network or Systems Administration or closely related discipline with at least 6 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.
<b>Level 5</b>	<b>RD1285</b>	Bachelor's degree in Network or Systems Administration or closely related discipline with at least 8 years of relevant experience. Additional education or experience may be substituted for requirements on a case-by-case basis.

<b>Labor Grade</b>	<b>CLIN</b>	<b>Labor Category Description</b>
		<b>WIDE AREA NETWORK (WAN) SUPPORT TECHNICIAN - Functional Responsibility:</b> Monitors the performance and functionality of the Wide Area Network (WAN) hardware and software. Performs routine preventive, predictive and corrective maintenance upon the server and associated hardware and software peripherals.
<b>Level 1</b>	<b>RD1291</b>	High School diploma with at least 2 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 2</b>	<b>RD1292</b>	High School diploma with at least 4 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 3</b>	<b>RD1293</b>	High School diploma with at least 6 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience

		on a case-by-case basis.
<b>Level 4</b>	<b>RD1294</b>	High School diploma with at least 8 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.
<b>Level 5</b>	<b>RD1295</b>	High School diploma with at least 10 years of relevant experience. Relevant college or trade school education and/or hardware/software certifications may be substituted for experience on a case-by-case basis.