

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICELIST**

**FINANCIAL AND BUSINESS SOLUTIONS (FABS)
FSC GROUP 520**

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Contract Number: GS-23F-0352N
Period Covered by Contract: 9/30/03 through 9/27/08
Business Size: Large

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

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

Prices Shown Herein are Net (Discount Deducted)

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CUSTOMER INFORMATION

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS:

SIN 520-1.....	53
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1b. LABOR CATEGORY DESCRIPTIONS:

Director 16 – includes the following positions:

Executive Director Auditing

Description: Manage a broad comprehensive audit program which encompasses the selection of all areas to be audited with consultation and concurrence of upper management; review the reliability and integrity of financial and operating information systems; ensure the organization is in compliance with policies, plans, procedures, laws, and regulations; review the means of safeguarding assets and, as appropriate, verify the existence of such assets; appraise the economy and efficiency with which resources are employed; ascertain whether results are consistent with established objectives; assure acceptance of the quality and value of the internal audit function and enhance internal controls protecting operations and services; and coordinate all external audit activity to provide needed assistance to achieve positive external audit results at economical costs.

Education and Experience Requirements: A Bachelors degree in accounting or finance and a CPA or CIA, plus ten years combined experience in audit direction and management; experience in separations/settlements, financial/operation and EDP audits or comparable experience in rate development, information processing, accounting and finance; and excellent verbal and written communication skills. With a Masters degree in the fields described above, certification is required with at least eight years of specialized experience as described above.

Director 15 - includes the following positions:

Director Financial Analysis and Planning

Description: Provide economic analyses, studies and counsel on all matters of potentially significant financial impact to the company including new business opportunities, economic/competitive trends, pricing, cash flow, product line evaluation and capital additions. Develop long-range budgets and other projective guidelines and measures. Lead special projects such as the economic evaluation of divestitures, financial effectiveness of internal operations, and product/profit performance. This position will assist in the evaluation, selection and implementation of financial systems, and in the development of long range plans to achieve corporate objectives.

Education and Experience Requirements: A Bachelors degree in finance, accounting (CPA desired), plus ten to fifteen years experience in general accounting, cost accounting or finance; proficiency in PC's and systems design and implementation; demonstrated expertise in financial and business planning skills; and strong managerial competencies, including written and verbal communication skills. With an MBA/Masters degree in the fields described above, eight to twelve years specialized experience is required.

Director Financial Operations

Description: Direct the functional areas related to budget preparation and analysis, risk management activity, accounts payable operations, relocation reimbursement, cost allocation development, and disaster recovery implementation and maintenance; prepare and analyze the annual budget; prepare monthly financial reports for management; compile and review monthly forecasts; maintain and direct the monthly report distribution; reconcile general ledger accounts; supervise the accounts payable operation; and maintain, apply and interpret the cost accounting procedures.

Education and Experience Requirements: A Bachelors degree in finance, accounting, business management or other related functional discipline, plus twelve years general accounting experience; seven years supervisory experience; five years cost accounting and budgeting experience; advanced knowledge of automated financial systems and applications design and development; comprehensive understanding of budgeting methods, forecasting models and cost accounting theory; and excellent management, analytical, verbal and written communication skills. With an MBA/Masters degree in the fields described above, ten years experience with at least five years specialized as described above is required. With fifteen years experience, with at least twelve years specialized as described above, a degree is not required.

Director Member Services

Description: Responsible for staff management/development and accountable for region results and effectiveness, including data collections, review, validation and approval of data; achieving a superior level of member service; and cultivating excellent business relationships with members, consultants, state association executives, state regulators, and other industry stakeholders.

Education and Experience Requirements: A Bachelors degree in accounting, finance, engineering or management plus ten years experience with a strong preference in tariff, regulatory, separations, or access management; six years general management/supervisory experience; strong interpersonal skills including customer service management; and excellent verbal and written communication and presentation skills. With a Masters degree in the fields described above, at least eight years relevant experience is required. With fourteen years experience, of which at least ten years specialized as described above, a degree is not required.

Director USAC Programs Support

Description: Manage all aspects of the program funding; establish appropriate systems and procedures to conduct the disbursement responsibilities; direct customer database activities to ensure accuracy and reliability of customer database; direct disbursement of payments; direct the forecasting of project demand and administrative costs for each program; and ensure that all IS systems and procedures comply with FCC rules and regulations.

Education and Experience Requirements: A Bachelors degree in business, accounting, finance, business management and CPA preferred; plus ten years related experience including; eight years accounting, finance, supervisory and forecasting/budgeting experience; four years cost analysis and customer service experience; two years data analysis/management, organizational development, regulatory affairs, tariff development, telecommunications, training, billing, collections, and FCC rules and regulations experience; and excellent teamwork, leadership, planning and verbal and written communication skills. With a Masters/MBA degree in the fields describe above, eight years relevant experience is required. With fourteen years experience, of which at least six years are specialized as described above, a degree is not required.

Senior Attorney

Description: Provide quality legal counsel to all departments and to executive management; represent the company before various administrative agencies and courts of law; ensure operations are in compliance with applicable state and federal laws; advocate the company's positions in various legal matters; and manage legal publications and services including the corporate library, and electronic data.

Education and Experience Requirements: J.D. degree and member of NJ Bar; plus seven to ten years related experience; including a minimum of eight years practicing law; five years regulatory affairs and telecommunications experience; three years supervisory experience; experience practicing law before or on behalf of government regulatory bodies; legal writing skills; and excellent presentation, leadership, teamwork, project management, and verbal and written communication skills.

Director 14 - includes the following positions:

Director General Accounting and Tax

Description: Direct daily operations of the General Accounting & Tax area; ensure financial activity and financial/compliance reports are completed in a timely and accurate manner; develop and maintain accounting classifications; provide income tax and accounting research; direct operation and maintenance of the integrated financial system; develop and issue Financial Policies and Practices; review and approve all contracts to determine their financial impact and make recommendations for improvement; and produce the General Ledgers and related financial statements as required.

Education and Experience Requirements: A Bachelors degree in financial accounting or other related functional discipline and CPA license; plus seven to ten years related work experience in accounting, finance, customer service, and integrated financial system management; seven years supervisory experience; three to five years experience in data analysis/management, forecasting/budgeting, and organization development; excellent supervisory, management, planning, analytical, verbal and written communication skills. With an MBA/Masters degree in the fields described above, at least seven years specialized experience as described above is required.

Director PIA Operations

Description: Organize and direct programs to ensure that operations are in accordance with rules and procedures and that fraud and abuse are prevented; implement and manage the review of applications for reasonableness and compliance with program rules; and answer questions regarding applications, eligible services and funding requirements.

Education and Experience Requirements: A Bachelors degree in accounting, finance, business managements or related subject (CPA or CIA preferred) plus seven to ten years accounting, customer service, internal auditing, financial analysis, systems development, or telecommunications services experience; five years supervisory experience; and excellent planning, organizational, problem solving, interpersonal and communications skills. With a Masters degree in the fields described above, eight to nine years of related experience is required. With fourteen years experience, with at least ten years as described above, a degree is not required.

Director Universal Service Programs State & International

Description: Direct the operations of all programs administered in accordance with their contractual requirements; maintain excellent customer contacts and relationships to ensure a positive client relationship; ensure that revenue streams cover all applicable expenses and that operations are run in a cost effective manner; and serve as the primary resource in the pricing of responses to requests for bids on additional programs.

Education and Experience Requirements: Masters degree in a business related discipline; plus seven to ten years related experience; including a minimum of five years customer service, supervisory and strategic business pricing and planning experience; three years cost analysis, data analysis/management, and negotiations experience; two years managerial accounting, forecasting/budgeting, regulatory affairs experience; demonstrated competency in creating and delivering effective presentations; experience preparing and delivering testimony before governmental or foreign agencies; and excellent presentation, leadership, teamwork, planning, project management, and verbal and written communication skills. With a Bachelors degree, nine to twelve years experience is required, of which at least seven years must be specialized as described above. With fourteen years experience, of which at least ten years is specialized as described above, a degree is not required.

Director 13 - includes the following positions:

Manager State/International Fund Operations

Description: Responsible for overall supervision and coordination of all service program daily operations and processing functions – encompassing funds support, manage staff as well as certain key support programs; accountable for implementing all new programs in accordance with contractual obligations, assist in marketing capabilities to all markets; function as the corporate subject matter expert for the development of price quotations in all program proposals; and accountable for developing all systems and procedures and ensuring accurate processing of all monthly/quarterly fund operations.

Education and Experience Requirements: A Bachelors degree in business, finance, engineering or functional discipline, plus eight to ten years related experience including significant supervisory experience; expertise in written and oral communication skills and well-developed presentation and quantitative skills; familiarity with typical state and federal regulations and their application to support programs; and proficiency with various desktop software packages. With a Masters/MBA degree in the fields described above, five to seven years experience is required. With nine to eleven years, of which at least six years are specialized as described above, a degree is not required.

Manager 23 (Salary Grade 12) - includes the following positions:

Associate Attorney

Description: Develop and coordinate legal/regulatory research and writing; provide departments with legal services, counsel, research and guidance on a variety of legal and management issues and prepare cases for litigation; edit and publish Guide to Telecommunications Regulation (formerly, Annotated Rules); manage the Legal/Regulatory database; and develop new publications that are of interest to member companies and/or the telephone industry.

Education and Experience Requirements: Juris Doctor degree; licensed attorney in good standing with a minimum of two years work experience as a practicing attorney in regulatory affairs, analysis of FCC regulation, legal analysis, including statutes and regulations, and legal research using Westlaw and writing summaries; excellent written and oral communications, analytical and project management skills.

Manager Budget Disbursements and Cost Allocation

Description: Direct the daily accounts payable, disbursements, and budget/cost allocation operations; review and analyze the cost allocation model and data reports to ensure completeness, accuracy, and validity; review, consolidate, and analyze the corporate departments' business activities and budgets; prepare special projects and assignments in support

of the Controller; design, develop and maintain all processing and reporting requirements for the accounts payable financial systems; and design, develop, and prepare financial reports for senior management and the Board of Directors.

Education and Experience Requirements: A Bachelors degree in finance, accounting, business management or other related discipline and CPA, plus five to seven years experience in accounting, finance, forecasting/budgeting, and financial systems and applications design; four years data analysis/management and supervisory experience; two years cost analysis and development; and excellent management, analytical, verbal and written communication skills. With an MBA/Masters degree in the fields described above and license, five years experience is required with at least four years specialized as described above is required.

Manager Complex Services

Description: Supervise team that evaluates and processes application forms and approves, modifies, or denies applicant's requests for funding; document new findings based on procedures to meet auditing requirements; work directly with staff on complicated and involved applications; and assist in the development and improvement of program review procedures and processes.

Education and Experience Requirements: A Bachelors degree in business, accounting, finance, management or related field; plus six or more years of business experience in accounting, auditing, finance or customer service; in-depth knowledge of programs; broad knowledge of telecommunications products and services; ability to work on multiple cases simultaneously; supervisory experience; and excellent customer service, interpersonal, verbal and written communication skills are all required. With a Masters degree in the fields described above, four years specialized experience is required. With eight years experience, of which six years are specialized as described above, a degree is not required

Manager Federal Billing & Revenue Administration

Description: Manage all aspects of administration of the revenue data collection process; perform all activities associated with the administration within budget; manage all aspects of billing and/or refunds and associated customer service; analyze and scrub reported revenue data; and manage bankruptcy proof of claim filing process.

Education and Experience Requirements: A Bachelors degree in business management, finance, communications or functional discipline, plus six to eight years related experience including five years of customer service and data analysis/management; four years of telecommunication and billing and collections experience; three years of accounting, finance, organization development, and regulatory affairs experience; two years cost analysis and telephone accounting experience; one year systems development/testing experience; proficient in various software packages (Word, Excel, and Access); and excellent supervisory, presentation, project management, planning, and customer service skills are all required. With a Masters /MBA degree in the fields described above, four to six years relevant experience is required.

With seven to nine years of experience, of which at least six years are specialized as described above, a degree is not required.

Manager Invoicing Team

Description: Manage the processes, procedures and statistical reporting for the invoicing team; analyze invoices, trends, and customer service statistics to ensure compliance with contracts; ensure quality control by having staff adhere to procedures and reviewing daily, weekly, and monthly statistics; develop new procedures and improve current procedures to improve invoicing process; and resolve issues raised by applicants and service providers.

Education and Experience Requirements: A Bachelors degree in management, finance, accounting, auditing or other related discipline; plus six to eight years related experience; including six years customer service and supervisory experience; five years organizational development and training experience; project management and accounting experience; and excellent presentation, planning, verbal and written communication skills. With a Masters degree in the fields describe above, four to six years related experience is required. With ten years experience, of which eight years must be specialized as described above, a degree is not required.

Manager Marketing Communications

Description: Lead the marketing and sales support function; develop and implement short and long term marketing plans to evaluate products and services; develop marketing and product line plans for the introduction and re-marketing of existing and new products/services; conduct analysis of product line price points for establishing product costs; manage all marketing related expenses; develop and coordinate distribution of internal and external paper and electronic communications; and administer surveys to provide management with feedback and recommendations.

Education and Experience Requirements: A Bachelors degree in marketing, communications, business or related field plus six to eight years related experience; with a minimum of eight years data analysis experience; six years customer service, regulatory experience; five years communications/journalism experience; four years forecasting/budgeting, training, and web content design and management experience; two years information systems services experience; one year regulatory affairs experience; knowledge of web based technology; ability to develop web pages using HTML/Java; and excellent presentation teamwork, project management, verbal and written communication skills. With a Masters degree in the fields described above, four years experience is required of which at least three years specialized as described above. With eight years experience, of which at least six years are specialized as described above, a degree is not required.

Manager Operations and Business Planning

Description: Ensure the program is operated in accordance with the rules and procedures and that fraud and abuse are prevented; manage the contract and other program vendor contracts;

ensure profitability management; provide reporting to executive management; and provide operations management including managing the documentation team.

Education and Experience Requirements: A Bachelors degree in business management or finance or other related discipline plus six to eight years related experience; including a minimum of seven years experience in accounting, cost analysis, data analysis/management, finance, and forecasting/budgeting; five years contract management/administration experience; three to five years supervisory experience; two years project planning; and excellent presentation, leadership, teamwork, analytical and verbal and written communication skills. With a Masters degree in the fields described above, four to five years experience is required of which at least two to four years as described above. With eight to ten years of experience, of which at least five to eight years are specialized as described above, a degree is not required.

Manager Quality Assurance and Measurements

Description: Establish and re-evaluate quality control processes and related measurements for program processes; manage the quality assurance (QA) process as required; ensure adherence to the quality standards; and provide measurements reporting to management.

Education and Experience Requirements: A Bachelors degree in business management, finance, accounting, plus six to eight years related experience; seven years data analysis/management and forecasting/budgeting experience; five years project planning, supervisory and financial operations reporting, two years telecommunications, and program and related systems experience and excellent teamwork, planning, analytical, verbal and written communications skills. With a Masters degree in the fields described above, six years experience is required, of which five years must be specialized. With ten years experience, of which at least eight years are specialized as described above, a degree is not required.

Manager and Team Leader – Financial Operational Auditing

Description: Act as the team leader on integrated audits; responsible for developing new audit techniques; perform the more technical financial/operational audits and management advisory services required and approved by the Audit Committee and Board of Directors; prepare, justify and control the annual operating budget for the Internal Audit Department; coordinate the development of the annual Risk Analysis procedures used to develop the Annual Internal Audit program; and assist external auditors during their annual audit of financial statements and service auditor's report.

Education and Experience Requirements: Bachelors degree in accounting or finance or business discipline and CPA/CIA professional certification plus six to eight years experience in internal auditing/public accounting auditing or in general accounting, finance or treasury operations; four years supervisory experience; and excellent interpersonal, verbal and written communication skills. With an MBA/Masters degree in the fields described above, three years experience is required, of which at least one year must be specialized as described above. With eight years experience, of which six years is specialized as described above, a degree is not required.

Manager User Advocacy and Audit Compliance

Description: Serve as the direct liaison between company, Washington, GAO, the FCC and all outside auditors relative to all audits of programs; provide data and training as requested; prepare responses to audit findings; act as user advocate during the development and implementation of new online systems; and manage the procedures database.

Education and Experience Requirements: A Bachelors degree in management, accounting, auditing, business or other related technical discipline, plus five to seven years experience; including a minimum of five years accounting, cost analysis, customer service, data analysis/management, finance, and regulatory affairs experience; two years telecommunications and training experience; comprehensive knowledge of review process and procedures; experience with procedure writing, process development and interaction with government agencies; and excellent presentation, planning, project management verbal and written communication skills. With a Masters degree in the fields described above, five years experience is required. With ten years experience, of which at least eight years are specialized as describe above, a degree is not required.

Manager 22 (Salary Grade 11) - includes the following positions:

Manager Billing and Collection

Description: Manage all billing, collection, and accounts receivable activity for all lines of business; direct, design, and implement the systems initiatives; develop and document consistent policies and procedures across business lines and monitor on a continuous basis; and manage and coordinate the flow of financial information between the treasury, general accounting, and billing and collection departments.

Education and Experience Requirements: A Bachelors degree in finance, accounting; CPA; plus seven to ten years related experience; including eight years accounting and forecasting budgeting experience; five years customer service, data analysis management, organizational development and internal control, policy and procedure experience; minimum of four years supervisory experience; and excellent leadership, teamwork, project management, verbal and written communication skills. With a Masters degree in the fields described above and license, five to seven years experience is required, with at least five years specialized as described above.

Manager Consolidation and Tax

Description: Prepare consolidated financial statements; process journal entries and reconciliation of balance sheets, income statements, cash flow, and bank accounts; prepare all federal, state and local income, franchise and property tax return; and manage fixed asset records.

Education and Experience Requirements: A Bachelors degree in accounting or related functional discipline; CPA; plus five to seven years related experience; including five years of

accounting, customer service, data analysis/management, finance and federal and state income taxation experience; three years supervisory experience; and excellent presentation, analytical, project management and verbal and written communication skills. With a Masters degree in the above-mentioned field and license, five years experience is required.

Customer Relationship Manager

Description: Interface with all service providers to ensure long-term, value added and profitable customer relationships; resolve product/service, contract, operational, financial and customer service issues; participate in the development and implementation of all customer relationship management policies, procedures and practices; identify new product/service features and benefits desired by the customer base, analyze customer behavior using statistical analysis and prepare monthly written reports thereon and present same to upper management.

Education and Experience Requirements: A Bachelors degree in business, finance, communications or other related functional discipline, plus five to seven years work experience including six years in telecommunications, client relations and customer service; two years experience in accounting, cost analysis, data analysis/management and regulatory affairs; ability to develop and create new ideas and approaches; strong supervisory and PC skills; and excellent verbal and written communications skills. With a Masters degree in the fields described above, three to five years experience is required. With nine years experience, of which at least six years are specialized as described above, a degree is not required.

Manager Document Production

Description: Supervise and manage the Document Production Team; develop and maintain documentation processes and procedures; ensure the accuracy and completeness of all documentation requested and prepare file synopsis; serve as the primary contact with general counsel staff; develop and maintain Document Master List Database; and prepare and present miscellaneous procedures to upper management.

Education and Experience Requirements: A Bachelors degree in business management, finance, accounting or other technical discipline plus a minimum of four years related work experience including four years customer service, organization development, and telecommunications experience; three years training; minimum one year supervisory experience; and excellent data analysis, technical support, and verbal and written communication skills. With a Masters degree in the fields described above, three years experience is required. With seven years experience, of which six years are specialized as described above, a degree is not required.

Manager Financial Operations Auditing

Description: Plan and perform a broad range of comprehensive Financial/Operational audits and management advisory services for a variety program/contract functions; prepare detailed work papers and reports to document work performed and support conclusions and recommendations; provide consultation to program administrators and its subsidiaries regarding

the efficiency and effectiveness of controls and procedures; and provide assistance to external auditors and agencies.

Education and Experience Requirements: A Bachelors degree in accounting, computer science, or business management or other related functional areas, CPA, CIA, or CISA license/certification; plus five to seven years related work experience in auditing; extensive knowledge of Accounting and Auditing Principles; working knowledge of Federal and State Tax Laws and Regulations; experience with flowcharting and analyzing internal controls and control systems; and excellent customer service, analytical, planning, verbal and written communication skills. With a Masters degree in the fields described above and license/certification, plus three years experience with two years specialized as describe above is required. With seven years of experience, of which at least five years are specialized as described above, a degree is not required.

Manager Legal and Regulatory Administration

Description: Manage and provide legal and regulatory services to attorneys and staff, including the production of legal and regulatory research and memoranda on defined topics; manage the legal/regulatory library including design and operation of an Intranet-based document storage, retrieval and dissemination system; and responsible for contract administration, drafting and negotiating.

Education and Experience Requirements: A Bachelors degree in business, management, political science or other related technical discipline and Paralegal Certification plus five to seven years related experience in disciplines including customer service, regulatory, telecommunications, legal affairs and organization development; advanced computer and organization skills to program, update and maintain, hyperlink and organize a virtual library using Internet/Intranet technology; three years supervisory experience; proficiency in desktop software (Word and Excel); and excellent customer service, negotiating, verbal and written communication skills. With a Masters degree in the fields described above and certification, three to five years experience is required.

Manager Media Relations

Description: Communicate program work to reporters, editors and other gatekeepers in print, broadcast and on Web venues in order to increase recognition and interest in key business activities; create and manage media relations projects or campaigns in accordance with the goals and priorities of the department and the corporation; develop and maintain working relationships with telecommunications trade press and other relevant contacts in the print, Internet and broadcast media; attend briefings, meetings, and conferences related to communications and media responsibilities and provide media training where appropriate; research, write, edit, and distribute features, op-eds, releases, letters and collateral materials; and provide writing support to other members of the department and support various other departmental projects as directed.

Education and Experience Requirements: A Bachelors degree in journalism, communications or related field with at least six to eight years related experience including telecommunications

and regulatory affairs experience; minimum of five years media relations and public relations experience; ability to work under pressure to meet deadlines; superior written and verbal skills; ability to develop and maintain customer rapport; and excellent presentation, project management, planning and analytical skills. Understanding of and interest in public policy and previous work in the telecommunications sector with a knowledge of telecom – focused news organizations strongly desired. With a Masters degree in the fields described above, plus four years experience with at least three years specialized as described above. With eight years experience, of which at least six years are specialized as described above, a degree is not required.

Manager Member Services

Description: Primary contact responsible for all activities in a combination of cost and average schedule in one or more states; ensure FCC rules are in procedural compliance, as well as, the accuracy of monthly settlement data, cost studies, access billing, average schedule data, revenue information, universal service funding detail, network usage data, and rate development forecasts; provide high quality customer service and maintain excellent relationships with client companies, consultants and other members of the communications industry.

Education and Experience Requirements: A Bachelors degree in business, accounting, finance or other related discipline, plus five to seven years business experience including experience in accounting, and cost allocation; and excellent customer service, interpersonal, general computer, analytical, verbal and written communication skills. With a Masters degree in the fields described above, five years experience is required. With nine years experience, of which at least seven years are specialized as described above, a degree is not required.

Manager PIA

Description: Plan, organize, train, develop, and manage staff responsible for the review and audit of applications for funds to provide assurance that they and their suppliers are in compliance with the Telecommunications Act and FCC rules; ensure the analysis of audit and review results and reporting of findings including corrective actions; ensure that effective review procedures are developed and maintained; interface with other managers to improve the service process and revise procedures; and prepare and maintain the required management reports of audit findings.

Education and Experience Requirements: A Bachelors degree in accounting, finance, management, computer information systems, or other related discipline, plus five years work experience in accounting, internal auditing, financial analysis, regulatory affairs, telecommunications or related area; two to three years supervisory experience; one to three years customer service experience; excellent planning, organizational, problem solving, interpersonal, verbal and written communication skills; commitment to teamwork; strong PC skills, and Internet knowledge. With a Masters degree in the fields described above, four years specialized experience is required as described above. With nine years experience, of which at least seven years are specialized as described above, a degree is not required.

Manager Program Compliance

Description: Plan, manage and direct the processing of all appeals from receipt to the final notification; manage the processing of other recovery activities and FCC remands and provide a tracking system for FCC decisions; provide daily support to the managers, manage special projects and respond to inquiries and requests from auditors; and supervise and direct a team of eleven associates to ensure the accurate processing of appeals.

Education and Experience Requirements: A Bachelors degree in management, accounting, auditing or related discipline; plus five to seven years related experience including; five years experience in accounting, customer service, data analysis/management, finance; four years experience in telecommunications and training; three to five years supervisory experience; proficiency in desktop software (Word and Excel); and excellent project management and verbal and written communication skills. With a Masters degree in the fields described above, three to four years specialized as described above is required. With eight years experiences, of which six years are specialized as described above, a degree is not required.

Manager Services

Description: Provide guidance, technical advice, and recommendations on the eligibility of services, technologies, and products for funding; develop and conduct training on product/service eligibility issues; contact and respond to service providers regarding new or enhanced products/technologies that have been identified; ensure necessary research is conducted in order to advise Appeals, Technical Client Service Bureau and Invoicing on product/service eligibility questions; and manage the Access database which contains eligible products and services to ensure it is up to date and accurate.

Education and Experience Requirements: A Bachelors degree in telecommunications, computer science, finance or related field plus six to eight years related experience including; five years customer service, business/technical writing, and Internet research experience; four years training experience; three years data analysis/management and telecommunications experience; two years cost analysis experience; ability to understand technical documents; knowledge of telecom and information systems products and services; familiarity with database software; and excellent project management, supervisory, verbal and written communication skills. With a Masters degree in the fields described above, five to six years related work experience is required. With ten years experience, of which at least eight years are specialized as described above, a degree is not required.

Manager State Universal Service Programs

Description: Manage all aspects of the fund programs in accordance with contractual requirements; serve as direct liaison with state regulatory agencies for assigned programs; develop and prepare monthly, quarterly, and annual financial reports; review, analyze and reconcile accounts; assist internal and external auditors; and support the implementation and ongoing management of new programs in, but not limited to, the telecommunications and energy industries.

Education and Experience Requirements: A Bachelors degree in accounting, finance, management or other related discipline, plus five to seven years experience in accounting/auditing, billing and collections, data analysis and systems development, and/or rate/tariff development; proficiency in various desktop software packages (Microsoft Access, Excel and Word); excellent analytical, supervisory, communication, organizational, verbal and written communication skills, and familiarity with Generally Accepted Accounting Principles (GAAP) and FCC rules. With a Masters degree in the fields described above, three to four years experience is required. With nine years experience, of which at least seven years are specialized as described above, a degree is not required.

Manager Treasury Operations

Description: Manage the investment of cash in excess of \$1 billion in accordance with applicable investment guidelines; negotiate repurchase agreements with major dealers and arrange for debt and equity financing when needed; monitor investment performance and prepare quarterly reports to the Investment Committee; oversee payroll and all related payroll functions; manage the preservation and safeguard of cash resources; oversee the management and processing of expenses; and establish and maintain bank accounts, credit lines and cash management systems to facilitate the efficient flow of receipts and disbursements and insure uninterrupted service and funds flow.

Education and Experience Requirements: A Bachelors degree in accounting, finance or business administration and Certified Cash Manager Certificate (or equivalent); plus four to six years related accounting, banking/cash management, investments and supervisory experience; three to five years forecasting/budgeting and finance experience; two to three years customer service experience; one to two years cost analysis, data analysis/management, and settlements experience; knowledge and understanding of federal and state banking, investment rules and regulations, SEC reporting requirements, and GAAP; and excellent leadership, teamwork, planning, presentation, and verbal and written communication skills. With a Masters degree in the fields described above and certification, four years experience is required. With eight years experience, of which at least six years are specialized as described above, a degree is not

Manager UAT

Description: Provide data information analysis and reporting as requested by senior management; design program specifications to provide technical requirements to coding programs; act as liaison to ensure databases are functioning; develop and maintain system documentation; and provide online window quality assurance.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, business or other related technical discipline, plus four to six years related experience; including three years data analysis/management, information systems services, and systems development/testing experience; two years training experience; knowledge programs and operational areas; ability to develop requirements for computer applications, client/server and Web environments; experience utilizing quality assurance techniques; and excellent

teamwork, project management, customer service and verbal and written communication skills. With a Masters degree in the fields describe above, three years specialized experience is required. With nine years experience, of which at least seven years are specialized as describe above, a degree is not required.

Manager 21 (Salary Grade 10) - includes the following positions:

Manager Customer Service Bureau

Description: Direct the operations of customer service representatives (CSRs) and ensure prompt and accurate responses to client queries; provide training, reference materials, and resource subject matter expert contact lists for the CSRs; take over calls as needed from CSRs; improve client service processes and procedures; analyze the performance of CSRs to maintain high quality standards; and provide reports on accuracy and quality of services to management.

Education and Experience Requirements: A Bachelors degree in communications, business management or related field plus two to three years customer service experience; two years supervisory experience; one year regulatory affairs experience; basic computer and Internet knowledge; and excellent teamwork, verbal and written communication skills. With a Masters degree in the fields described above plus one-year experience, which must be specialized is required. With six to eight years of experience of which a minimum of five years is specialized as described above, a degree is not required.

Special Investigator

Description: Provide expertise in the areas of fraud and abuse detection in the application and invoicing processing of the program; analyze the patterns of behavior displayed and data provided by applicants and service providers and recommend additional controls to identify possible avenues of fraud and abuse; initiate inquiries and special analyses to be performed by the team; provide training to the business process staff on how to identify fraud and abuse of the rules and laws governing the program; write papers and present findings and recommendations regarding specific fraud and abuse findings; present these findings to management and agency; and perform on site interviews with applicants and suppliers regarding questionable practices.

Education and Experience Requirements: A Bachelors degree in criminal justice, business, police investigation or other related discipline; Certified Fraud Examiner license; plus four to six years related experience including a minimum of four fraud and criminal investigations, data analysis/management, forecasting/budgeting, training, and auditing experience; and excellent project management, customer service, problem solving, analytical, presentation, verbal and written communication skills. With a Masters degree in the fields described above, two to four years of experience is required, of which one to three years must be specialized as described above. With six to ten years experience of which at least four to six years are specialized as described above, a degree is not required.

Associate Manager II (Salary Grade 9) - includes the following positions:

Associate Manager Billing

Description: Manage all day to day billing activities associated with various funds; bill contributors as required; analyze contributor revenues and payments to ensure correct contributions; monitor payments, direct collection activities, and bill penalties; and provide customer resolution as needed.

Education and Experience Requirements: A Bachelors degree in accounting, finance, business or related discipline plus three to four years related experience; including three years accounting and finance experience; two years customer service and supervisory experience; one year forecasting/budgeting, and billing and collections experience; proficient in various PC software packages and accounting software packages; and excellent presentation, teamwork, project management, and verbal and written communication skills. With a Masters degree in the fields described above, one to two years experience is required. With five to seven years of experience of which at least three years are specialized as described above, a degree is not required.

Associate Manager Cash Management

Description: Preserve and safeguard multiple funds, and cash resources; establish and maintain cashbooks in order to process settlement payouts, forecasting disbursements, receipts, borrowing, and long term investments; maintain cash flow, borrowing, transfer of funds, and forecasting of cash requirements; coordinate and issue the daily, monthly, and quarterly investment reports; update the treasury master files; and maintain direct deposit forms for payroll.

Education and Experience Requirements: A Bachelors degree in accounting, finance, business management or other related functional discipline, plus three to four years related cash management, investment, and treasury experience; minimum of three years accounting and finance experience; proficient in various desktop software packages (Word and Excel); and excellent verbal, written, and analytical skills. With a Masters degree in the above functional area, two years specialized experience is required. With seven years experience, of which at least five years are specialized as described above, a degree is not required.

Associate Manager Client Operations

Description: Act as program and administrative process expert; receive and respond to technical calls and emails accurately and efficiently; research issues and contact clients as required; maintain electronic activity records and reports of client interaction; respond to administrative correspondence from applicants and service providers; and work with group in researching and analyzing exception reports.

Education and Experience Requirements: A Bachelors degree in communications, business management or related field plus one to two years related experience; including two years customer service and telecommunications experience; basic computer and internet knowledge; former customer service experience; and excellent teamwork, verbal and written communication

skills. With a Masters degree in the fields described above plus one year specialized experience is required. With five to seven years of experience, of which a minimum of four years must be specialized as described above, a degree is not required.

Associate Manager Disbursements

Description: Review disbursement of all funds to guarantee the integrity of payments made on behalf of various programs; review, update and maintain on-line system procedures and schedules of the Accounts Payable system to ensure expenditures are timely, accurate and within Financial Policy guidelines.

Education and Experience Requirements: A Bachelors degree in finance, accounting, business administration other related discipline plus a minimum of three years related work experience in areas such as A/P systems, accounting or finance; proficiency in various desk top and financial packages; and excellent verbal and written communication skills. With a Masters/MBA degree in the fields described above, one year related experience is required. With five years experience, of which at least three years must be specialized as described above, a degree is not required.

Associate Manager FCC Compliance

Description: Maintain the FCC appeal decision log and assist in the processing of FCC remanded appeals; review all current and past FCC decisions on appeal; initiate process changes where needed including preparing revised processing procedures and notifying those areas impacted by the process change; assist in the issuance of Administrators Decision letters; and stay abreast of all eligible services, procedures, and rules governing the program.

Education and Experience Requirements: A Bachelors degree in communications, political science or other related functional discipline, plus three to four years related experience including customer service, data analysis/management, and telecommunications; proficient in desktop software applications and Internet use; ability to develop and create new methods and procedures; and excellent teamwork, analytical, written, and verbal communication skills. With a Masters degree in the fields described above, three years experience is required. With seven years experience, of which at least five years are specialized as described above, a degree is not required.

Associate Manager PIA

Description: Conduct reviews and audits of the fund participants including receivers and suppliers to provide assurance that they are in compliance with the Telecommunications Act and FCC rules; analyze the results of these audits and reviews for possible corrections required by the participants and to improve the review process; provide reports to management with review results and process change recommendations; and interface with other staff to ensure accurate and efficient review procedures.

Education and Experience Requirements: A Bachelors degree in accounting, finance, business administration or related discipline, plus three years experience in internal auditing, accounting or financial analysis; excellent customer service, verbal and written communication skills; strong computer, problem solving and interpersonal skills; knowledge of the Internet; and a commitment to teamwork. With a Masters degree in the fields described above, one year experience is required. With six years experience, of which four years are specialized as described above, a degree is not required.

Associate Manger Program Compliance

Description: Review and process funding appeals decisions and provide supporting documentation to ensure compliance with program rules; respond to requests from FCC and outside auditors for documentation; contact applicants and service providers when necessary to discuss requirements of their appeal; document findings, record decisions and draft administrators decision letter; and maintain a full understanding of all eligible services, review procedures, and rules governing the programs.

Education and Experience Requirements: A Bachelors degree in accounting, finance, business administration or other related functional discipline, plus a minimum of three to four years customer service, data analysis/management, and telecommunications experience; proficient in Microsoft applications and Internet use; and excellent teamwork, presentation, verbal and written communication skills. With a Masters degree in the fields described above, two years specialized experience is required. With seven years experience, of which at least five years are specialized, a degree is not required.

Associate Manager Invoicing Final Reviewer

Description: Provide 100% second level review of invoices requiring manual reviews to ensure compliance with all procedures relating to the approval of invoices; provide coaching and support in the areas of procedures, compliance, service eligibility, and customer service; inform team of outstanding issues, trends or problems relating to invoicing; and perform the functions of Key Account Manager for at least two major clients.

Education and Experience Requirements: A Bachelors degree in accounting, finance, business administration or other related discipline, plus three to four years accounting, accounts payable or auditing experience; excellent coaching, computer, and verbal and written communication skills; strong attention to detail; and ability to understand and communicate information regarding technical and complex issues. With a Masters degree in the fields described above, two years specialized experience is required. With seven years experience, of which at least five years are specialized as described above, a degree is not required.

Associate Manager Member Services

Description: Assist with the review and approval of all information necessary to support settlements, cost study validation, revenue reviews and average schedule data collections; and

develop and nurture relationships with member company staff that are required to accomplish these functions, in a cost effective manner.

Education and Experience Requirements: A Bachelors degree in accounting, engineering, telecommunications, business administration or other related discipline, plus three years of related experience; proficiency developing spreadsheets; excellent customer service skills coupled with the ability to develop and maintain working relationships; and strong analytical, verbal and written communication skills. With a Masters degree in the fields described above, two years experience is required. With seven years experience, of which at least five years are specialized as described above, a degree is not required.

Associate Manager State Universal Service Programs

Description: Provide support for the administration and marketing of programs in accordance with contractual requirements; manage and maintain records; develop and prepare monthly, quarterly, and annual financial reports; assist in the analysis and marketing of new program opportunities, assist in the development of procedures for administering state funds, and for directly supporting the establishment and on-going management of programs.

Education and Experience Requirements: A Bachelors degree in business, accounting, finance, or other related functional areas, plus three years job-related experience in one or more of the following areas: billing and collection, program administration, data analysis and system development or accounting/auditing; and in-depth knowledge of various desktop software packages such as Microsoft Access, Excel and Word. With an MBA/ Masters degree in the fields described above, two years experience is required. With six years experience, of which four years must be specialized as described above, a degree is not required.

Associate Manager II Quality Assurance

Description: Review the work completed by program subcontractors to ensure their compliance with approved program rules; provide feedback on program rule compliance to the managers; provide coaching on program rules to the managers as needed; understand all eligible services and procedures for multiple functions; and aid in the development and improvement of procedures, systems, and training in order to help increase quality of results.

Education and Experience Requirements: A Bachelors degree in computer science, finance, accounting, business or related functional areas; plus three to four years experience in data analysis and management; two years customer service; proficiency in Microsoft applications and Internet use; and excellent customer service, planning, development, and verbal and written communication skills. Auditing, and accounting experience desired. With a Masters degree in the fields described above, two years specialized experience is required. With six years experience, of which four years is specialized as described above, a degree is not required.

Financial and Reporting Analyst

Description: Administer financials and statistical reporting; serve as the financial representative for the department's budget/actual reporting processes; provide ongoing profit analysis by developing reports to reveal problem areas and identify cost control measures; provide cost analysis for all change notifications; and coordinate the reporting of statistics by preparing daily, weekly and monthly program reports for programs and contractual form volumes and developing activity and statistical reports as needed.

Education and Experience Requirements: A Bachelors degree in management, finance business administration or other related functional discipline plus a minimum of four to six years related experience including three to five years accounting, cost analysis, data analysis/management, finance, and forecasting budgeting experience; and excellent teamwork, planning, analytical, project management, and verbal and written communication skills. With a Masters degree in the fields described above, three years experience is required. With seven years experience, of which at least five years are specialized as described above, a degree is not required.

Senior Accounting Specialist

Description: Assist in financial reporting as needed; perform accounting and analysis for review by management and auditors; make bank reconciliations; prepare and file tax returns with the applicable tax division and make applicable journal entries; and perform special projects as needed.

Education and Experience Requirements: A Bachelors degree in accounting, finance or business management, plus three to four years general accounting experience; working knowledge of general accounting principles; proficient using spreadsheet programs, financial reporting in a computer based environment, FASB and GAAP and tax regulations; and excellent verbal and written communications skills. With a Masters degree in the fields described above, two years experience is required. With six years experience, of which at least four years are specialized as described above, a degree is not required.

Associate Manager I (Salary Grade 8) - includes the following positions:

Associate Manager Document Production

Description: Assist in the production and quality control of FCC requested documents; provide initial analysis of document requests and ensure packages contain all pertinent information; oversee and conduct document gathering and file creation; support the development and maintenance of Document Master List Database; and assist in drafting and maintaining processes and procedures.

Education and Experience Requirements: A Bachelors degree in business, finance, communications or other related functional discipline plus one to two years experience in customer service, telecommunications, and related systems; knowledge of various programs; and

excellent verbal and written communication skills. With a Masters degree in the fields described above, one year specialized experience is required. With five years experience, of which four years must be specialized as described above, a degree is not required.

Associate Manager Invoicing Customer Service

Description: Audit invoices submitted by either the applicant or service provider under the program; verify that services are delivered in the appropriate funding year, eligible under program rules, completed, approved or a valid service substitution, and invoiced appropriately; provide account support; and perform the functions of key account manager for at least two accounts.

Education and Experience Requirements: A Bachelors degree in accounting, finance, business management or other related functional discipline; plus two years accounting or accounts payable experience; strong attention to detail; and excellent customer service and telephone communication skills. With a Masters degree in the fields described above, one year specialized experience is required. With six years experience, of which at least four years are specialized as described above, no degree is required.

Associate Manager PIA

Description: Conduct reviews and audits of fund participants including receivers and suppliers to provide assurance that they are in compliance with the program rules; analyze the results of these audits and reviews for possible corrections required by the participants and to improve the review process; provide reports to management with review results and process change recommendations; and interface with other staff to ensure accurate and efficient review procedures.

Education and Experience Requirements: A Bachelors degree in accounting, finance, business administration or other related functional area, plus one to two years experience in internal auditing, accounting or financial analysis; excellent verbal and written communication skills; strong computer, problem solving, customer service and interpersonal skills; knowledge of the Internet; and a commitment to teamwork. With a Masters degree in the fields described above, one year specialized experience is required. With five years experience, of which at least four years are specialized as described above, a degree is not required.

Associate Manager PIA Final Reviewer

Description: Conduct reviews and audits of participants including receivers and suppliers to provide assurance that they are in compliance with established rules; analyze the results of these audits and reviews for possible corrections required by the participants and to improve the review process; provide reports to management with review results and process change recommendations; and interface with other staff to ensure accurate and efficient review procedures.

Education and Experience Requirements: A Bachelors degree in accounting, finance, business administration or other related discipline plus one to two years experience in internal auditing, accounting or financial analysis; excellent verbal and written communication skills; strong computer, problem solving, interpersonal skills and customer service skills; knowledge of the Internet; and a commitment to teamwork. With a Masters degree as described above, one year of experience is required. With five years experience, of which three to five years is specialized as described above, a degree is not required.

Associate Manager Technical Client Service Bureau

Description: Build and maintain overall client satisfaction by responding to questions and resolving customer problems, research unusual questions, and follow-up with customers.

Education and Experience Requirements: A Bachelors degree in business, communications, or any related field plus two to three years customer service experience; basic computer and Internet knowledge; strong problem solving and interpersonal skills; a commitment to teamwork; and excellent verbal and written communication skills. With a Masters degree in the fields described above, one year related experience is required. With an Associate of Arts degree in the fields described above, three years related experience is required. With five years experience, of which at least three are specialized as described above, no degree is required.

Administrative Assistant (Salary Grade 7) - includes the following positions:

B & C Assistant

Description: Provide support; prepare and process documents/reports; investigate, track and analyze report discrepancies and resolve operational differences; track and reconcile customer account activity and disburse customer tax remittances; download data to diskettes and monitor and proofread as required.

Education and Experience Requirements: A high school diploma and two to four years related work experience in accounting, customer service and general office support; proficiency with personal computers and software packages; and strong organizational, interpersonal, verbal and written communication skills. An Associate of Arts degree in business, accounting or related study will be considered equivalent to one-half year of general experience. Formal specialized training may be substituted on the basis of one month of training for one month of experience, not to exceed three months.

Billing and Collections Assistant

Description: Administer all functions relative to the Billing, Collection and Accounts Receivable which will include various program funds, settlements, etc.; calculate accruals and prepare journal entries for all lines of business; and prepare aging and Treasurer's Reports for analysis of collections.

Education and Experience Requirements: An Associates degree in accounting, finance or

business administration or other related discipline, plus two to three years billing, collection and accounts receivable experience; knowledge of Cash Management concepts; demonstrated proficiency in various desktop software packages (Excel, Word) and excellent communication skills. With a Bachelors degree in the fields described above, one year specialized experience is required.

Senior Data Management Analyst

Description: Coordinate the efforts of the billing and collections assistants in processing data; manage the monthly processing of data; review and analyze both written and verbal customer requests for credit and data analysis; and provide ongoing training to assistants.

Education and Experience Requirements: Associates degree in accounting or business, plus two to four years handling customer inquiries and general business/office administration duties; proficient in various software packages (Excel and Word); and excellent organizational, customer service, math and verbal and written communication skills. With five years experience, of which at least four years are specialized as described above, a degree is not required.

Clerk - Grade 6 - includes the following positions:

Accounts Payable Specialist

Description: Verify and process invoices, purchase orders and employee expense statements and input into the financial system; type and input manual checks; process wire transfers and void checks; and track business trips and contract labor.

Education and Experience Requirements: Requires a high school diploma and two to four years related work experience in accounts payable; knowledge of bookkeeping, basic accounting and general accounting principles; proficiency in the use of personal computers and various software packages (Lotus/Excel); and strong organizational, interpersonal, verbal and written communication skills. An Associate of Arts degree in accounting or related study will be considered equivalent to one-half year of general experience. Formal specialized training may be substituted on the basis of one month of training for one month of experience, not to exceed three months.

Billing and Collection Administrative Assistant

Description: Serve as interface and resolve operational differences; prepare settlement statements; reconcile and disburse customer tax remittances; track and reconcile customer account activity; process various settlements; and answer customer inquiries.

Education and Experience Requirements: An Associates degree in accounting, business administration, or other related functional discipline, plus two years customer service experience; working knowledge of various service programs; experience using a database for data-entry, report generation, and data queries; excellent time management, verbal communication, computer skills and multi-tasking skills. Formal specialized training may be substituted on the

basis of one month of training for one month of experience, not to exceed three months.

Data Management Assistant

Description: Participate in pre and post settlement analysis; resolve problems regarding questionable settlement data that has been submitted for monthly input; and input settlement data on a monthly basis.

Education and Experience Requirements: Requires a high school diploma and two years general office experience; proficiency in various desktop software (Word, Excel, PowerPoint); and strong organizational, interpersonal, verbal and written communication skills. An Associate of Arts degree in accounting, business or related study will be equivalent to one-half year of general experience. Formal specialized training may be substituted on the basis of one month of training for one month of experience, not to exceed three months.

Account Assistant

Description: Provide support for the administration of funds; analyze, verify and input data in to master files and databases; analyze accounts receivable reports; investigate unapplied cash and resolve discrepancies; verify and process special equipment applications and vendor certification requests; maintain lists of delinquent contributors and implement delinquency procedures; and provide superior customer service in responding to reporting requirements and billing inquiries.

Education and Experience Requirements: Requires a high school diploma and two to four years related work experience in accounting, customer service and clerical support; knowledge of general accounting procedures; proficiency in various desktop software (Word, Access, Excel) and experience using the Internet; and excellent analytical, communication, interpersonal and organizational skills. An Associate of Arts degree in accounting or related study will be considered equivalent to one-half year of general experience. Formal specialized training may be substituted on the basis of one month of training for one month of experience, not to exceed three months.

Clerk - Grade 5 - includes the following positions:

Support Staff – DCA Handoffs & Customer Service Assistant

Description: Assist in all aspects of customer service related to the process (data entry) of forms and worksheets; perform administrative tasks as needed; research information as needed and for eligible providers; and track mergers/acquisitions/sale of assets.

Education and Experience Requirements: Requires a high school diploma and one to two years related work experience in accounting, customer service and clerical support; knowledge of general accounting procedures; proficiency in Word, Access, Excel and experience using the Internet; ability to be flexible and adapt to changes rapidly, and excellent communication, customer service, verbal and writer communication skills are all required. An Associate of Arts degree in business or related study will be considered equivalent to one-half year of general

experience. Formal specialized training may be substituted on the basis of one month of training for one month of experience, not to exceed three months.

Director 16T - includes the following positions:

Director Data Management and Applications

Description: Plan, design, coordinate, and manage the data management and application development resources for programs; administer and enforce the deployment of systems development methodology, software engineering standards and tools, productivity methods and quality assurance standards; design and implement corporate data management policies to ensure the integrity and availability of data resources and the reliable and correct utilization of corporate data; coordinate, interact, and negotiate with employees to define, coordinate, and implement current and future corporate and departmental strategic and tactical technology solutions; develop, train and manage a competent system development and data management staff; ensure information processing remains state of the art by remaining current on new technology and methodologies; and plan and administer the capital and expense budget.

Education and Experience Requirements: A Bachelors degree in computer science, information systems or other related scientific or technical discipline plus a minimum of ten years related work experience which includes ten years project management, system development methodology, programming, analysis and design experience and supervisory experience (with increasing levels of responsibility); minimum of seven to ten years information systems services and systems development testing experience; four to six years of data analysis/management experience; ability to develop computer applications in UNIX, client/server, relational database and web environments; ability to develop logical and physical database designs; experience with system development in a methodology – driven environment; ability to utilize QA techniques, estimation methodologies and techniques; experience developing detailed project plans; ability to develop business and cost benefits analysis; working experience with LAN networks; and excellent presentation, leadership, planning; customer service, and verbal and written communication skills. With a Masters degree in the fields described above, eight years experience is required of which at least six years must be as described above. With twelve years experience, of which at least eight years are specialized as described above, a degree is not required.

Director Demand Forecasting and Rate Development

Description: Develop and set rate structures and rate levels; manage the design of databases; develop and monitor forecasting models; analyze and respond to notices and orders; analyze models; direct costing and pricing; prepare and present data analyses to support industry groups; and identify and define new business opportunities.

Education and Experience Requirements: A Masters degree in economics, business, engineering or other related scientific or technical discipline plus a minimum of ten years related work experience which includes five years of access management, forecasting/budgeting, organization development, regulatory affairs, tariff development, telecommunications,

supervisory, and econometric techniques experience; two years of accounting, cost analysis, data analysis/management, finance, accounting, information systems services, systems development/testing, and network design experience; and excellent leadership, teamwork, analytical, project management, presentation, verbal and written communications skills. With a Bachelors degree in the fields described above, twelve years experience is required of which at least ten years must be as described above. With fourteen years experience, of which at least twelve years are specialized as described above, a degree is not required.

Director 15T - includes the following positions:

Director Network and Server Administration

Description: Manage the annual development of and administer the Information Systems Expense and Capital Budgets; provide a stable and technologically current operating system and communications software computing environment; develop, plan, coordinate and implement a computer faculty and technical organization to control the processing of production applications; design, develop, engineer, plan and procure the Computer Support Services Disaster Recovery Plan for the computer complex; develop and maintain the list of standard and legacy software/hardware; provide information on computer utilization by project; control the migration of application systems from testing through production acceptance; and investigate alternatives in the procurement of mainframe and LAN hardware and software for Information Systems.

Education and Experience Requirements: A Bachelors in computer science, information systems, business, management sciences or other related scientific or technical discipline plus ten years managerial experience in levels of increasing responsibility; five to seven years technical experience in a medium to large data processing facility; two to four years project management experience; expert level knowledge in data center design and operations; comprehensive knowledge of principles of data processing, and data processing hardware and software; practical knowledge of all areas of data processing technology; and excellent presentation, verbal and written communication skills. With a Masters degree in the fields described above, eight years experience is required of which at least six years must be specialized. With twelve years experience, of which at least eight years are specialized as described above, a degree is not required.

Director Support Services

Description: Provide a stable and technologically current operating system and communications software computing environment; design, develop, engineer, plan, administer, and efficiently manage the activities of the Computer Support Services and Facilities Department; coordinate the development and reporting of Information Systems capital and expense budgets; develop and maintain the Disaster Recovery Plan for the computer complex, and the list of standard and legacy software/hardware at facility site; provide information on computer utilization by project; control the migration of application systems from testing through production acceptance; investigate alternatives in the procurement of mainframe and LAN hardware and software for Information systems; and manage the project planning process with Computer Support Services staff.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, business administration or other technical discipline plus a minimum of ten years managerial experience in levels of increasing responsibility; five to seven years technical experience in a medium to large data processing facility; two to four years project management experience; expert level knowledge in data center design and operations; comprehensive knowledge of principles of data processing, and data processing hardware and software; practical knowledge of all areas of data processing technology; and excellent presentation, verbal and written communication skills. With a Masters degree in the fields described above, eight years experience is required of which at least six years must be as described above. With twelve years experience, of which at least eight years are specialized as described above, a degree is not required.

Director 14T - includes the following positions:

Director Program Planning and System Implementation

Description: Serve as principal advisor to executive leadership and staff on project management, program planning, and systems implementation; act as primary interface for systems-related customer requirements and systems implementation; manage project plans; serve as relationship manager for the community; direct the electronic invoicing process; and lead the systems enhancement effort for the secure website and online forms processes.

Education and Experience Requirements: A Bachelors degree in computer science, information systems or other related scientific or technical discipline plus a minimum of 7 years related experience in data analysis/management, information systems services, and systems development/testing; five years customer service/client relations and supervisory experience; minimum of three years organization development, forecasting/budgeting, telecommunications and training experience; and excellent planning, technical support, project management, analytical, verbal and written communication skills. With a Masters degree in the fields described above, five years experience is required of which at least four years must be as described above. With ten years experience, of which at least seven years are specialized as described above, a degree is not required.

Director 13T - includes the following positions:

Applications Manager

Description: Lead, integrate, and manage multiple complex client/server and web-based information systems projects; produce plans for application development project management; analyze, design, construct, test and implement application systems; and maintain business and technical expertise to allow for proper decision making on project and departmental issues.

Education and Experience Requirements: A Bachelors degree in computer technology, information systems, business, management sciences or other related scientific or technical

discipline plus seven to ten years related experience; including a minimum of eight years information systems services, programming/analysis/design and systems development testing experience; four years data analysis/management experience, supervisory, and project management experience; three years systems development methodology experience; ability to develop using various software in a client/server, web, and relational database environment; ability to develop physical database designs using automated tools; experience utilizing quality assurance techniques; ability to use estimations methodologies and techniques; working experience with LAN networks; and excellent leadership, analytical, project management, verbal and written communication skills. With a Masters degree in the fields described above, six years experience is required of which at least five years must be as described above. With twelve years experience, of which at least eight years are specialized as described above, a degree is not required.

Manager Earnings and Systems Design

Description: Develop monthly earning assessments, recommend corrective action as required and prepare analysis for use in filings; direct the development of complex computer systems to support earnings assessment function; manage earnings refund process; and design and develop computer based systems for gathering and disseminating data.

Education and Experience Requirements: Masters degree in economics, finance, accounting or related discipline, plus five to seven years related experience; including five years data analysis/management, information systems services, regulatory affairs, systems development/testing and telecommunications experience; four years cost analysis, finance and forecasting/budgeting experience; three years settlements experience; two years access management; one year accounting experience; experience with mathematical modeling, (GeoCoding, Data Sets), web design, and systems design; excellent programming skills including (Visual Basic, Active X, Access and Excel); ability to influence others to adopt or modify positions; ability to work with stakeholders for negotiations and policy formulations; and excellent presentation, planning, analytical, verbal and written communication skills are all required. With a Bachelors degree in the fields described above, at least seven to nine years of related experience is required.

Manager 23T (Salary Grade 12T) - includes the following positions:

Desktop Support Manager

Description: Ensure all components existing on the desktop are operational and meet the client's current and future business requirements; provide configuration maintenance that provides standard and up to date software configurations; conduct technical research that ensures software changes and upgrades maintain compliance with existing configurations; serve as project manager of all maintenance and new initiatives to provide well planned implementations; and provide operational support to diagnose and resolve problems with desktop computers and network printers.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, business or other related scientific, technical or functional discipline plus six to ten years related experience; including ten minimum years of information systems services experience; five years customer service, data analysis/management experience; four years systems development/testing, PC hardware and HP printers experience; three years forecasting/budgeting experience; two years disaster recovery experience, management, and supervisory experience; and excellent presentation, planning, analytical, project management, and verbal and written communication skills. With a Masters degree in the fields described above, four years experience is required with at least three years specialized as described above. With nine years experience, of which at least seven years are specialized as described above, a degree is not required.

Manager Data Security

Description: Manage the establishment and maintenance of data security procedures and practices; provide configuration maintenance including reviewing all operating systems, applications, switch, router and network installations; provide technical research to identify and test new alternatives to existing security software; manage projects including all implementations and upgrades to the Firewall and security intrusion software; select, acquire, install, and maintain intrusion detection software, and provide 24 hour software support.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, business or related scientific or technical discipline; plus six to eight years related experience; including a minimum of eight years information systems services experience; five years data analysis/management experience and computer networks and protocols experience; four years, web servers, Firewalls and systems development/testing experience; three years forecasting/budgeting, internet implementation experience; two years of management experience; and excellent presentation, planning, teamwork, project management, and verbal and written communication skills. With a Masters degree in the fields described above, four years experience is required with at least three years specialized as described above. With nine years experience, of which at least seven years are specialized as described above, a degree is not required.

Manager Forecasting and Demand Analysis

Description: Achieve corporate demand forecasting objectives; manage Annual Tariff Filing model-based forecasts; manage monthly model-based demand forecasts; provide demand tracking reports on a monthly basis; manage the database; and investigate data anomalies and demand shortfalls.

Education and Experience Requirements: Masters degree in economics or related scientific or technical discipline plus five to seven years related experience; including minimum of five years access management, data analysis/management, forecasting/budgeting, and systems development testing experience; plus three years carrier access billing, information systems services, organizational development, supervisory and systems development testing experience; one year regulatory affairs experience; experience with SAS and GAUSS; and excellent

presentation, teamwork, analytical, verbal and written communication skills. With a Bachelors degree in the fields described above, seven to nine years experience with a minimum of seven years specialized as described above is required.

Manager Network Support

Description: Oversee the design, implementation, monitoring and optimization of all data networks that comprise the corporate LAN/WAN and Internet configurations; provide network configuration maintenance by applying fixes, security patches, building routing tables/alternate routes and providing back-up implementation to support LAN/WAN and ISP connections; conduct technical research to install and test fixes and patches, identify new versions and alternatives to existing operations software; manage projects including planning all implementations and upgrades to the LAN, WAN, and ISP environments; monitor, tune and upgrade hardware/software as necessary to ensure top performance and capacity management; and provide 24 hour operational support.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, or related scientific, technical or functional discipline plus six to eight years related experience with a minimum of eight years information systems services experience; five years data analysis/management, TCP/IP, IPX, Winframe/Metaframe, Routers/Hubs/Switches and configuration software experience; three years forecasting/budgeting and disaster recovery; supervisory experience; and excellent presentation, teamwork, planning, analytical, customer service, verbal and written communication skills. With a Masters degree in the fields described above, four years experience is required with at least three years specialized as described above. With nine years experience, of which at least seven years are specialized as described above, a degree is not required.

Manager Rate Development

Description: Manage the development of rates for various programs/pools; oversee the development of cost support, rate structures and rate levels; defend results of all rate filings; and interface with FCC staff as required.

Education and Experience Requirements: Masters degree in economics, engineering, computer science or other related scientific or technical discipline, plus five to seven years experience in access management, accounting, cost analysis, finance, forecasting, budgeting, regulatory affairs, separations, settlements, and tariff development; three years programming experience in a scientific language; three years supervisory experience, excellent analytical, verbal and written communication skills, and product line management and data modeling experience. With a Bachelors degree in the fields described above, nine years experience is required, of which seven years are specialized as described above. With twelve years experience, of which ten years are specialized as described above, a degree is not required.

Server Support Manager

Description: Maintain the corporate server infrastructure configurations; provide configuration maintenance by applying service packs/fixes, security patches and building routing tables; provide DASD configuration and back-up implementation; conduct technical research to install and test fixes and patches and provide alternatives to existing operating system software; manage projects including the planning of all implementations and upgrades to the server environment; monitor, tune, and upgrade hardware/software as necessary to ensure performance and capacity management; and provide 24 hour a day operational support.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, business or other related scientific technical or functional discipline plus six to eight years related experience with a minimum of eight years information systems services experience; five years data analysis/management and computer networks and protocols experience; four years systems development/testing; three years forecasting/budgeting disaster recovery experience; two years of management level supervisory experience and excellent teamwork, planning, analytical, customer service, verbal and written communication skills. With a Masters degree in the fields described above, five years experience is required with at least three years specialized as described above. With nine years experience, of which at least seven years are specialized as described above, a degree is not required.

User Acceptance Testing Manager

Description: Act as primary liaison between application developers and business community to deliver a high quality product; ensure necessary procedures, policies, and standards are developed and enforced to provide a stable, error-free production computing environment; provide technical expertise and project management skills to ensure the successful migration of business application software to the production environment; develop and maintain the UAT and Production Acceptance environments; ensure the accurate, timely, documented and controlled migrations of applications through the various operational environments; oversee the administration, management, and operation of all centralized output mediums and software tools; and ensure projects are given appropriate priority and assigned adequate resources to be completed effectively.

Education and Experience Requirements: A Bachelors degree in computer technology, information systems, business or other related scientific or technical discipline plus six to eight years related experience; including a minimum of seven years information systems services and systems development/testing experience; four years data analysis/management and project management experience; two years testing methodologies and automated testing tools experience; ability to develop detailed project plans; working experience with LAN, Novell Networks, and Unix; understanding of production operations environment, tools, and techniques; and excellent teamwork, planning, analytical, customer service, verbal and written communication skill. With a Masters degree, four to six years experience is required with at least three years specialized as described above. With nine years experience, of which at least seven years are specialized as described above, a degree is not required.

Manager 22T (Salary Grade 11T) - includes the following positions:

Application Development Specialist

Description: Design, program, test, and implement application systems in a client/server and/or web-enabled database environment; perform all aspects of system development including, but not limited to designing the technical architecture, developing specifications for application programs, working in conjunction with the Database Administrators to design and implement the physical database, programming system modules, and developing and executing unit test plans; review the work of junior developers; and develop and ensure implementation of system standards.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, business, or other related scientific, technical or functional discipline plus a minimum of five to seven years experience in all aspects of the system development life cycle in a complex client/server or web environment experience with version and change control procedures and tools; and strong interpersonal, analytical, customer service, and written and verbal communication skills. With a Masters degree in the fields described above, three years experience is required with at least two years specialized as described above. With eight years experience, of which at least six years are specialized as described above, a degree is not required.

Business Systems Specialist

Description: Lead the analysis and definition of system requirements for the development of large, complex web-based and client/server based application systems and ensure that those requirements are designed and implemented according to specifications. In performing this function, the analyst will conduct client interviews; develop and maintain logical data models, detailed process specifications, and business rules; assist the database administrators in the development of the detailed physical database design; support the developers in the design and development of system prototypes; and develop and execute system test plans.

Education and Experience Requirements: A Bachelors in computer technology, information systems, business or other related scientific or technical discipline plus a minimum of five to seven years experience in complex business analysis in a relational database environment including experience building process models and logical data models utilizing case tools; experience building and executing system test plans; and excellent analytical, verbal and written communication skills. Web-based application systems desired. With a Masters degree in the fields described above, three years experience is required, of which at least one year must be specialized as described above. With eight years experience of which six years is specialized as described above, a degree is not required.

Database Administration Specialist

Description: Analyze, design, and implement database solutions for the organization; manage and migrate physical database structures across multiple environments/platforms to solve business requirements; establish and maintain the physical database environment; design, code, test, implement, migrate and maintain database objects; replicate and maintain data across multiple environments/platforms; select, install, evaluate and recommend new software for efficiency control improvements; and develop and maintain database administration documentation.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, business or other related scientific or technical discipline plus five to seven years related experience; with a minimum of five years data analysis/management, information systems services, system development/testing, systems development methodology, case tools, and database management software experience; database administration skills in a relational database environment; ability to develop logical and physical database designs; systems development, quality assurance, estimation methodologies, business and cost benefits analysis experience; working experience with LAN networks; and excellent, leadership, teamwork, project management verbal and written communication skills. With a Masters degree in the fields described above, four to five years experience is required of which at least four years must be as described above. With ten years experience, of which at least seven years are specialized as described above, a degree is not required.

Desktop Support Specialist

Description: Provide employees with desktop support and input on updates/revisions to the standardized desktop computing environment; receive, test, configure, deploy and upgrade all desktop PCs, PC peripherals, notebooks, notebook peripherals and networked printers; responsible for PC moves, trouble-shooting, and repair of all desktop and notebook equipment failures; capture, track, and report on all PC related hardware and software and maintain an accurate inventory of all desktop PCs; and provide daily Help Desk Support.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, business or other related scientific, technical or functional discipline, plus three to four years related experience; including three years of information systems services experience; one year of customer service experience; comprehensive knowledge of PCs, PC operating systems, PC peripherals, application software, networking, remote computing, and Internet access; ability to foster and maintain professional business relationships with various vendors; ability to communicate technical information to individuals with varying degrees of technical ability; and excellent teamwork, analytical, project management and verbal and written communication skills. With a Masters degree in the fields described above, three years experience is required with at least two years specialized as described above. With seven years experience, of which at least six years are specialized as described above, a degree is not required.

Help Desk Manager

Description: Effectively and efficiently manage a group responsible for providing the user community with a convenient, informative, single point of contact for technology related problems, questions, and concerns; ensure the accurate and complete reporting and tracking of these issues to identify trends which would require further training and communications; issue periodic newsletters/emails informing users of information systems activities and or status.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, business or other related scientific, technical or functional discipline plus four to six years related work experience in information systems services, three years experience in customer service, and project management, computer hardware and software capability knowledge; two years supervisory experience; excellent verbal, written, analytical, managerial, and problem solving skills. With a Masters degree in the fields described above, four years experience is required with at least three years specialized as described above. With eight years experience, of which at least six years are specialized as described above, a degree is not required.

Manager Access Data Management

Description: Provide accurate monthly and annual demand forecasts; perform statistical analysis; develop special programs for analyzing and maintaining the demand and revenue database; and perform comprehensive analysis of large quantities of historical and forecast data.

Education and Experience Requirements: Masters degree in applied mathematics, computer science, engineering or other related functional discipline; plus five to seven years related experience; including five years data analysis management and information systems services experience; four years systems development testing; three years access management, billing, forecasting/budgeting, and telecommunications experience; one year customer service experience; and excellent presentation, analytical, verbal and written communication skills. With a Bachelors degree in the fields described above, seven to nine years experience is required of which seven years must be specialized as described above. With nine to twelve years of experience, of which at least nine years are specialized as described above, a degree is not required.

Manager Special Access Rate Development

Description: Develop tariffs for Special Access and non-Rate Banded services; project the demand shares for all Special Access Services and develop Special Access rates required for tariff filings; analyze the impact of new pricing proposals, changes in technology, changes in pool composition, and FCC rules, and adjust the rates structures and rate levels accordingly; design studies to collect data necessary for economic cost studies and special access rates; and work with teams and client companies to resolve demand and cost issues.

Education and Experience Requirements: Masters degree in economics or engineering; plus four to seven years related telecom work experience or PhD.; four years data

analysis/management; three years forecasting/budgeting; two years programming in SAS, C ++, or Visual Basic; two years experience with statistics and large database analysis; and excellent analytical, customer service, verbal and written communication skills.

Manager Rate Development Design

Description: Recommend new service rate design/levels to management; perform market research and consult with member companies and staff prior to making recommendations; develop forward looking cost studies to meet regulatory requirements; and insure services satisfy regulatory rules, and reflect industry/market conditions.

Education and Experience Requirements: A Bachelors degree in engineering, economics, finance, or other technical discipline, plus four to six years business experience in rate development, pricing techniques, or regulatory fields; ability to initiate action on rate structure problems, formulate solutions, and integrate these solutions into the existing structures; experience with interpretation, analysis, and application of FCC Rules and Orders; working knowledge of spreadsheets and SAS programming; knowledge of telephone operations; and excellent analytical, written, negotiating and oral communications skills. With a Masters degree in the fields described above, four years specialized experience is required. With ten years experience, of which at least eight years are specialized as described above, a degree is not required.

Manager System Designer

Description: Design, manage, develop, and maintain the department website; provide software upgrades, system documentation, and enhancements; develop a secure system for member companies to access proprietary data; develop miscellaneous studies as requested; and design and maintain the industry database.

Education and Experience Requirements: A Bachelors degree in computer science, engineering, business or related scientific, technical or functional discipline, plus four to six years related experience; including five years data analysis/management, information system services, systems development testing and programming; familiarity with NT Servers and database designing; and excellent analytical, verbal and written communication skills. With a Masters degree in the fields described above, three to four years specialized experience is required. With nine years experience, of which at least seven years are specialized as described above, a degree is not required.

Network Support Specialist

Description: Implement, monitor, and ensure optimal functioning of all data networks that comprise the corporate LAN/WAN and Internet configurations; provide network configuration maintenance by applying security patches, building routing tables/alternate routes and providing back-up implementation to support LAN/WAN and ISP connections; conduct technical research to install and test fixes and patches, identify new versions and alternatives to existing operations

software; monitor, tune and upgrade hardware/software as necessary to ensure top performance and capacity management; and provide 24 hour operational support.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, business or other related scientific, technical or functional discipline plus four to six years related experience; minimum of six years information systems services; four years systems development/testing experience; three years data analysis/management, Video Conferencing, Winframe/Metaframe, Routers/Hubs/Switches and configuration software experience, and excellent presentation, teamwork, planning, analytical, customer service, verbal and written communication skills are all required. With a Masters degree in the fields described above, three years experience is required with at least two years specialized as described above. With eight years experience, of which at least six years are specialized as described above, a degree is not required.

Server Support Specialist

Description: Maintain the corporate server infrastructure configurations; provide configuration maintenance by applying service packs/fixes, security patches and building routing tables; provide DASD configuration, all registration and back-up implementation; conduct technical research to install and test fixes and patches and provide alternatives to existing operating system software; manage projects including the planning of all implementations and upgrades; monitor, tune, and upgrade hardware/software as necessary to ensure performance and capacity management; and provide 24 hour a day operational support.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, business or other related scientific technical or functional discipline plus five to seven years experience; five years specific information systems services and Computer Networks and Protocols experience; three years systems development/testing; two years data analysis/management; and excellent teamwork, planning, analytical, customer service, verbal and written communication skills. With a Masters degree in the fields described above, four years experience is required with at least three years specialized as described above. With eight years experience, of which at least six years are specialized as described above, a degree is not required.

Manager 21T (Salary Grade 10T) includes the following positions:

Application Development Senior Analyst

Description: Design, program, test, and implement application systems in a web-enabled database environment; perform all aspects of system development including, but not limited to, designing the technical architecture, developing specifications for application programs, working in conjunction with the Database Administrators to design and implement the physical database, programming system modules, and developing and executing unit test plans; provide technical guidance to more junior developers; and develop and ensure implementation of system standards.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, business or related scientific or technical discipline plus a minimum of three to four years experience in all aspects of the system development life cycle in a complex web environment; experience with version and change control procedures and tools; and strong interpersonal, analytical, customer service, and written and verbal communication skills. With a Masters degree in the fields described above, two years experience is required, of which at least one year must be specialize as described above. With seven years experience, of which five years is specialized as described above, a degree is not required.

Business Systems Senior Analyst

Description: Provide business process analysis, data analysis, and system testing skills to integrate, coordinate, and manage the complex data and application processes; perform business system analysis by analyzing and defining all application software requirements for assigned applications; develop and maintain conceptual data models; perform quality assurance testing including developing quality assurance test plans, creating reusable test cases, developing scripts to execute test cases and implementing and documenting results of QA tests; assist in the development of project plans; and perform data analysis management.

Education and Experience Requirements: A Bachelors degree in computer technology, information systems, business, or other related scientific or technical discipline plus a minimum of three to four years related experience of which three years must be specialized in data analysis/management, information systems services, and systems development/testing; logical data modeling, system development methodology, and programming/analysis/design experience; business process modeling, database skills in a relational database environment, system test development and execution experience required; coupled with the ability to utilize estimation methodologies and techniques; and excellent presentation, teamwork, analytical, customer service, and verbal and written communication skills. Web Application development desired. With a Masters degree in the fields described above, two years experience is required, of which at least one year must be specialized as described above. With seven years experience, of which five years is specialized as described above, a degree is not required.

Database Administration Senior Analyst

Description: Analyze, design, and implement database solutions for the organization; manage and migrate physical database structures across multiple environments/platforms to solve business requirements; establish and maintain the physical database environment; design, code, test, implement, migrate and maintain database objects; replicate and maintain data across multiple environments/platforms; replicate and maintain data across multiple environments/platforms; select, install, evaluate, and recommend new software; and develop and maintain database administration documentation.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, business, or related scientific or technical discipline plus three to four years related experience with a minimum of three years data analysis/management, information systems services, system development/testing, systems development methodology, case tools,

and database management software experience; and excellent teamwork, project management verbal and written communication skills. With a Masters degree in the fields described above, two years experience is required of which at least one year must be specialized as described above. With seven years experience, of which five years is specialized as described above, a degree is not required.

Help Desk Senior Analyst

Description: Address and resolve client service issues encompassing the desktop functional characteristics, operating environment, standardized commercial desktop application software, web page development and deployment, corresponding desktop laser jet printer and modem devices, and network interface components, inclusive of the Winframe environment; utilizing optimum problem identification and resolution techniques for the internal and external client communities; and maintain an expertise, in at least one faction, of each of the desktop functional characteristics, operating environment, software, and network interface components.

Education and Experience Requirements: A Bachelors degree in computer technology, information systems, business, or related scientific or technical discipline plus a minimum of three to four years of specific job related work; a comprehensive knowledge of the recent Microsoft Windows operating environments and corresponding office products (Word, Excel, Powerpoint) or their equivalent offerings, plus email, browsers, preferably Internet Explorer and exemplary customer service techniques are essential coupled with a proficiency in the operational characteristics of the desktop components, plus a strong team orientation, diagnostic, time management, and effective communication skills. Working knowledge of the Client/Server environment and technical writing ability are desired. With a Masters degree in the fields described above, two years experience is required, of which at least one year must be specialized as described above. With seven years experience, of which five years is specialized as described above, a degree is not required.

Senior Analyst Production Services

Description: Maintain and support business systems with the appropriate procedures, controls, practices, and resources; ensure the timely and accurate processing of production applications and system maintenance procedures; process files and maintain UNIX script members and files; perform and maintain back-ups; maintain the job scheduling software; operate data center systems and peripheral equipment as required; perform UNIX script and program migrations.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, business, or related scientific or technical discipline plus four to six years related experience; including four years of customer service and information technology services experience; and excellent planning, analytical, customer service, verbal and written communication skills. With a Masters degree in the fields described above, three years experience is required with at least two years specialized as described above. With seven years experience, of which at least five years are specialized as described above, a degree is not required.

Senior Data Security Administrator

Description: Establish, implement, and maintain security for information technology platforms; assist management in protecting information technology assets against accidental or unauthorized modification, destruction or disclosure; and monitor and enforce corporate information security principles and practices.

Education and Experience Requirements: A Bachelors degree in computer science, information systems, business, or related technical discipline plus a minimum of three to four years experience with security administration; understanding of Internet/Web and network security concepts; ability to provide security reports to application security administrators; and excellent interpersonal, teamwork, analytical, verbal and written communication skills. With a Masters degree in the fields described above three years specialized experience as described above is required. With seven years experience, of which five years is specialized as described above, a degree is not required.

User Acceptance Testing Specialist & Senior Analyst

Description: Utilize available applications testing tools and assist in the development of appropriate testing procedures and plans to ensure a high level of customer satisfaction with delivered software applications; serve as the liaison between application development teams and business units for the scheduling, monitoring, and reporting of UAT performance and status; assist in ensuring successful achievement of project service and implementation plans; provide recommendations for improving UAT to eliminate redundancies in testing and develop test cases and scripts that are reusable.

Education and Experience Requirements: A Bachelors degree in computer science, information systems business or other related scientific or technical discipline plus a minimum of five to seven years of related experience including three years information systems services and system development/testing experience; three to five years customer service experience; experience using testing methodologies; and excellent teamwork, project management, analytical, presentation, verbal and written communication skills. With a Masters degree in the fields described above, three years experience is required of which at least one year must be specialized as described above. With seven years experience, of which five years is specialized as described above, a degree is not required.

Associate Manager IIT (Salary Grade 9T) includes the following positions:

Help Desk Analyst

Description: Serve as a single point of contact to provide personnel with technical computer support; provide accurate and timely assistance when responding to client questions; utilize the Help Desk software tool to capture all problems/questions, their details and resolutions; identify and resolve recurring events; re-evaluate existing procedures and training programs; reset user IDs across two platforms; increase communication of Information System's activities throughout the company; and assist the PC Support Analysts when needed.

Education and Experience Requirements: A Bachelors degree in computer technology, information systems, business, or related scientific or technical discipline plus a minimum of three to four years experience specific to information systems services which includes two years of customer service; working knowledge of PCs, PC operating systems, PC peripherals and PC application software including Word, Excel, and Email, Networking, Remote Computing, and Internet Access or their equivalent offerings; and excellent customer service, technical support, problem solving, and verbal and written communication skills. With a Masters degree in the fields described above, two years specialized experience is required as described above. With six years experience, of which four years is specialized as described above, a degree is not required.

Associate Manager (Salary Grade 8T) - includes the following positions:

Help Desk Associate Analyst

Description: Serve as a single point of contact to provide technical computer support, and accurate and timely assistance when responding to client questions; utilize the Help Desk software tool to capture all problems/questions, their details and resolutions; identify and resolve recurring events; re-evaluate existing procedures and training programs; reset user IDs across two platforms; increase communication activities throughout the company; and assist the PC Support Analysts when needed.

Education and Experience Requirements: A Bachelors degree in computer technology, information systems, business, or related scientific or technical discipline plus a minimum of three years experience specific to information systems services which includes two years of customer service; working knowledge of PCs, PC operating systems, PC peripherals and PC application software including Word, Excel, and Email, Networking, Remote Computing, and Internet Access or their equivalent offerings; and excellent customer service, technical support, problem solving, and verbal and written communication skills. With a Masters degree in the fields described above, one year specialized experience is required as described above. With five years experience, of which three years is specialized as described above, a degree is not required.

- 1c. **PRICING:** See page 53.
2. **MAXIMUM ORDER:** \$1,000,000
3. **MINIMUM ORDER:** \$300.00
4. **GEOGRAPHIC COVERAGE:** The geographic scope of the contract is the 48 contiguous states, Alaska, Hawaii, Puerto Rico, U.S. Territories, and the District of Columbia.
5. **POINT OF PRODUCTION:** Whippany, New Jersey.
6. **STATEMENT OF NET PRICE:** Prices shown are Net Prices; basic discounts have been deducted.

7. QUANTITY DISCOUNTS: None.

8. PROMPT PAYMENT TERMS: 0% 30 days.

9a. GOVERNMENT PURCHASE CARDS AT OR BELOW THE MICRO-PURCHASE THRESHOLD: Government purchase cards are accepted at or below the micro-purchase threshold.

9b. GOVERNMENT PURCHASE CARDS ABOVE THE MICRO-PURCHASE THRESHOLD: Government purchase cards are not accepted above the micro-purchase threshold.

10. FOREIGN ITEMS: Not applicable.

11a. TIME OF DELIVERY: Not applicable.

11b. EXPEDITED DELIVERY: Items available for expedited delivery are noted in this pricelist.

11c. OVERNIGHT DELIVERY: Not applicable.

11d. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact Solix for the purpose of obtaining accelerated delivery. Solix shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by Solix in writing.) If Solix offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. F.O.B. POINT: The FOB point is destination.

13a. ORDERING ADDRESS:

Solix, Inc.
Attn: GSA Schedule Orders
100 South Jefferson Road
Whippany, New Jersey 07981

13b. ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. PAYMENT ADDRESS:

Solix, Inc.
Attn: Treasury Department
100 South Jefferson Road
Whippany, New Jersey 07981

15. WARRANTY PROVISION: Not applicable.

16. EXPORT PACKING CHARGES: Not applicable.

17. TERMS AND CONDITIONS APPLICABLE TO ACCEPTANCE OF GOVERNMENT PURCHASE CARD ABOVE THE MICRO-PURCHASE THRESHOLD: Not applicable.

18. TERMS AND CONDITIONS OF RENTAL MAINTENANCE AND REPAIR: Not applicable.

19. TERMS AND CONDITIONS OF INSTALLATION: Not applicable.

20. TERMS AND CONDITIONS OF REPAIR PARTS: Not applicable.

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Not applicable.

21. LIST OF SERVICE AND DISTRIBUTION POINTS: Not applicable.

22. LIST OF PARTICIPATING DEALERS: Not applicable.

23. PREVENTIVE MAINTENANCE: Not applicable.

24a. SPECIAL ATTRIBUTES: Not applicable.

24b. SECTION 508 COMPLIANCE: Solix is a provider of financial advisor and related services. To the extent that a Statement of Work included in an order placed under Solix's contract requires delivery of Electronic and Information Technology as defined in Section 508, Solix will provide such EIT deliverables to the ordering activity in compliance with the requirements of Section 508 to the extent applicable as determined by the ordering activity's procuring officer. The EIT standard can be found at: www.Section508.gov/.

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 128198871

26. CENTRAL CONTRACTOR REGISTRATION: Solix has registered with the Central Contractor Registration Database.

Why Use the GSA Schedule?

Using the General Services Administration Schedule process allows all Federal agencies to place orders for commercial services and products directly with GSA approved contractors without seeking further competition.

Under the Federal Supply Schedule Program, GSA enters into contracts with commercial firms such as Solix, Inc. to provide products and services, at fixed prices for a given period of time.

GSA's streamlined ordering procedures have reduced the time-consuming government procurement process to a few simple steps. GSA has accomplished this by pre-qualifying vendors to perform a wide range of services and to offer a wide range of products. GSA has reviewed vendor qualifications, capabilities, and cost schedules and identified these vendors, by type of offering, on the GSA's *Advantage!* website.

Therefore, Federal customers can place orders directly with schedule contractors without seeking further competition. This process may be used by all agencies in the Federal government and the entire process can be completed in as little as a few weeks.

Solix, Inc. Overview

Solix, Inc. provides a diverse portfolio of grant, fund and other asset program administration services to government agencies. Our highly experienced and technically proficient personnel are adept at designing, implementing and managing small as well as large and complex government asset programs. We have operating procedures and systems in place to process, authenticate and approve tens of thousands of applications for funding each year. We also have the ability to securely manage the distribution of hundreds of millions of dollars annually in strict accordance with eligibility criteria established by our clients. In addition, Solix provides program financial advisor services that assist our customers with developing and managing major asset programs.

Solix currently processes thousands of applications annually, develops and manages massive databases, provides billing and collection and claims processing services to its clients, and authorizes the distribution of billions of dollars based on specific program criteria. The Solix's team has the demonstrated capability to design as well as review and evaluate applications for grants or other assets, apply program eligibility criteria to ensure that the appropriate entities are receiving the appropriate funds, and facilitate prompt disbursement of funds to eligible applicants.

Solix's ability to administer small as well as large and complex government asset programs requires a multidisciplinary approach with demonstrated expertise in the following areas:

- Project management;
- Procedures and systems design and development;
- Review and authentication of applications for grant eligibility;
- Fund disbursement to authorized recipients;
- Comprehensive tracking, including financial performance monitoring and reporting;
- Design and operation of processes and forms to control waste, fraud and abuse;
- Determination of funding requirements;
- Customer relations and communications;
- Cash and investment management;
- Assist with internal/external auditing, including fraud detection and examinations; and
- Secure maintenance of all program records.

The Solix team also has the ability to gear up for the administration of large and complex programs very quickly. For example, in the past we implemented a program to distribute billions of dollars in funds across the nation in less than 90 days. This included an application development process to assess program eligibility, the implementation of a customer call center to process more than 150,000 calls a year, an automated system to process for approval more than 37,000 grant requests, and a tracking mechanism to ensure that the more than 25,000 approved grants per year are being disbursed to the most qualified entities. Solix is well

prepared to administer any government asset program, no matter how large or complex, in a highly effective and efficient manner.

SIN 520-1: Program Financial Advisor Services

The Solix team provides program financial advisor services that assist its customers with developing and managing major asset programs. We advise customers on how to develop and implement the operational aspects of their asset programs, including determining the eligibility of applicants for funds, determination of funding needs, payment of funds to eligible applicants and the secure maintenance of all records associated with the program including funds tracking.

Solix also provides financial management of program assets, including the establishment of formalized cash management and investment procedures. We ensure that only qualified persons and organizations receive funds. We also monitor the overall performance of all programs and assets we manage to ensure the overall quality of the financial advisor services being provided.

Solix is expert at managing the collection of funds and the trust accounts that are used to invest the funds pending their distribution. We can implement an electronic reporting and collection system and we can generate checks and electronic payments to fund beneficiaries on a monthly basis. Additionally, Solix continuously updates its forecasts regarding the cash receipts and disbursements of the fund so that we can adjust our investment strategy as necessary. We can also prepare annual financial statements that are subject to external audit.

With its superior staff and exceptional abilities Solix is well positioned to provide the highest quality Program Financial Advisor Services as described in SIN 520-1.

SIN 520-15—Outsourcing Recurring Commercial Activities

Solix has considerable experience and expertise managing large and complex government grant and fund distribution programs at both the state and federal level. Under SIN 520-15 Solix can perform billing services, application processing, claim processing and grants management services, among others.

We have operating procedures in place to process, authenticate and approve many thousands of applications for funding. Solix has the ability to forecast demand to determine the appropriate size of a fund, collect monies by billing hundreds of contributors and disburse those funds to thousands of eligible recipients in strict accordance with criteria established by the appropriate government agency.

As part of its program management responsibilities Solix has developed a state-of-the-art application development, processing and review infrastructure. Under the Program Integrity Assurance (PIA) process we can thoroughly evaluate all submitted applications to verify the eligibility of applicants by applying the required program eligibility criteria. We can comprehensively track all approved disbursements ensuring that they are disbursed only to qualified recipients and approved only for authorized purposes or services. A fundamental tenet

of our asset management and distribution process is the control of waste, fraud, abuse and misapplication of assets.

The selection of an experienced assets manager such as Solix will result in a more effective and efficient application, billing, claims processing and disbursement process. Not only does Solix bring knowledge and expertise to the challenges of administering grant and asset programs, we also bring actual experience learned from applying our proven systems and processes to successfully manage numerous state programs.

Solix has consistently met all of the objectives of each program we manage while satisfying all time and budgetary constraints. Our in-depth understanding of all program elements, along with our customer-focused interaction with each involved government agency and their respective staffs, program participants, applicants, recipients, and key stakeholders, uniquely positions Solix as the most capable and experienced business partner to manage government asset programs.

**USA COMMITMENT TO PROMOTE
SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS**

PREAMBLE

Solix, Inc. provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts.

To accelerate potential opportunities please contact Monique R. Robinson; Phone: (973) 581-5007; Fax: (973) 581-6536; e-mail: mrobins@solixinc.com.

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (Ordering Activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _____.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity

Date

Contractor

Date

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors. Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.

Pricing

SINs 520-1 & 520-15 with 4% yearly escalation factor.

Labor Category	Unit	GSA Rate Until 12/31/03	GSA Rate 1/1/04– 9/28/04	GSA Rate 9/29/04– 9/28/05	GSA Rate 9/29/05– 9/28/06	GSA Rate 9/29/06– 9/28/07	GSA Rate 9/29/07– 9/28/08
Clerk – Grade 5	Hour	\$57.68	\$57.54	\$59.84	\$62.24	\$64.73	\$67.31
Clerk – Grade 6	Hour	\$64.43	\$64.27	\$66.84	\$69.51	\$72.30	\$75.19
Administrative Assistant (Salary Grade 7)	Hour	\$69.30	\$69.12	\$71.88	\$74.76	\$77.75	\$80.86
Associate Manager (Salary Grade 8)	Hour	\$83.21	\$83.00	\$86.32	\$89.77	\$93.36	\$97.10
Associate Manager II (Salary Grade 9)	Hour	\$87.97	\$87.75	\$91.26	\$94.91	\$98.71	\$102.66
Manager 21 (Salary Grade 10)	Hour	\$97.99	\$97.74	\$101.65	\$105.72	\$109.95	\$114.36
Manager 22 (Salary Grade 11)	Hour	\$115.81	\$115.52	\$120.14	\$124.95	\$129.94	\$135.14
Manager 23 (Salary Grade 12)	Hour	\$126.93	\$126.62	\$131.68	\$136.95	\$142.43	\$148.12
Director 13	Hour	\$146.30	\$145.93	\$151.77	\$157.84	\$164.15	\$170.72
Director 14	Hour	\$166.46	\$166.04	\$172.69	\$179.60	\$186.78	\$194.26
Director 15	Hour	\$195.92	\$195.43	\$203.25	\$211.38	\$219.83	\$228.63
Director 16	Hour	\$232.26	\$231.68	\$240.95	\$250.59	\$260.61	\$271.03
Associate Manager (Salary Grade 8T)	Hour	\$85.34	\$85.12	\$88.53	\$92.07	\$95.76	\$99.59
Associate Manager II (Salary Grade 9T)	Hour	\$96.76	\$96.52	\$100.38	\$104.40	\$108.57	\$112.92
Manager 21T (Salary Grade 10T)	Hour	\$127.39	\$127.07	\$132.15	\$137.44	\$142.94	\$148.65
Manager 22T (Salary Grade 11T)	Hour	\$139.64	\$139.28	\$144.86	\$150.65	\$156.68	\$162.94
Manager 23T (Salary Grade 12T)	Hour	\$148.21	\$147.83	\$153.74	\$159.89	\$166.29	\$172.94
Director 13T	Hour	\$150.46	\$150.09	\$156.09	\$162.34	\$168.83	\$175.58
Director 14T	Hour	\$174.67	\$174.23	\$181.20	\$188.44	\$195.98	\$203.82
Director 15T	Hour	\$201.52	\$201.02	\$209.06	\$217.42	\$226.12	\$235.16
Director 16T	Hour	\$238.97	\$238.37	\$247.91	\$257.82	\$268.14	\$278.87