GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List

XL Associates Inc. (XLA)

8614 Westwood Center Drive, Suite 700
Vienna, VA 22182
Phone: (703) 584-8311
Fax: (703) 848-2077
http://www.xla.com
Contract Administrator: Cynthia Andrews, candrews@xla.com

Contract Number: **GS-35F-0325R**
Period Covered by Contract: **02/08/2020 to 02/07/2025**
Business Size: **Other Than Small Business**

Schedule Title: Multiple Award Schedule
Federal Supply Group: Information Technology

Pricelist current through Modification **#A826**, dated **March 23, 2021**.

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 go to the GSA Schedules page at GSA.gov.

CUSTOMER INFORMATION:

1. **Awarded Special Item Number(s):**

SIN	Recovery	SIN Description
54151S	54151SRC	Information Technology Professional Services
OLM	OLMRC	Order Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See pricing beginning on page 4.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 7.

2. **Maximum Order:** For SIN 54151S: $500,000.00

    For SIN OLM: $250,000.00

3. **Minimum Order:** $100

4. **Geographic Coverage:** Domestic and Overseas

5. **Point of Production:** XLA facilities and customer sites as required

6. **Prices Shown Herein are Net (discount deducted)**

7. **Quantity Discount:** Considered on a case by case basis

8. **Prompt Payment Terms:** Net 30**.** Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions

9. **Foreign Items:** None

10a. **Time of Delivery:** As agreed in each task/delivery order.

10b. **Expedited Delivery:** Contact XLA

10c. **Overnight/2-Day Delivery:** Contact XLA

10d. **Urgent Requirements:** Contact XLA

11. **FOB Point:** Destination

12. a. **Ordering Address:**   XL Associates Inc. (XLA)

                                                   8614 Westwood Center Drive, Suite 700

                                                   Vienna, VA 22182

                                                   Phone: (703) 848-0400

Fax: (703) 848-2077

www.xla.com

b. 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.

13. **Payment Address:**   XL Associates Inc. (XLA)

8614 Westwood Center Drive, Suite 700

Vienna, VA 22182

14. **Warranty Provisions:** N/A

15. **Export Packing charges:** N/A

16. **Terms and conditions of rental, maintenance, and repair:** N/A

17. **Terms and conditions of installation:** N/A

18a. **Terms and conditions of repair parts:** N/A

18b. **Terms and conditions for any other services:** N/A

19. **List of service and distribution points:** N/A

20. **List of participating dealers:** N/A

21. **Preventive maintenance:** N/A

22a. **Environmental attributes**, e.g., recycled content, energy efficiency, and/or reduced pollutants: Not applicable

22b. Contact XL Associates Inc. (XLA) for Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov. N/A

23. **DUNS Number:** 608717450

24. XL Associates Inc. (XLA) is registered in the System for Award Management (SAM) database

xla

GSA Hourly Pricing for SIN 54151S (w/ IFF)

CLIN	Labor Category	Hourly Rate
001	Senior Consultant	$148.30
002	IT Specialist	$65.25
003	Senior Requirements Consultant/Specialist	$106.77
004	Senior Requirements Analyst	$118.64
005	Program Manager	$121.28
006	Project Manager	$110.76
007	Technical Task Manager	$99.53
008	Subject Matter Expert III	$180.12
009	Subject Matter Expert II	$159.96
010	Subject Matter Expert I	$144.12
011	Information Systems Management Support Specialist III	$114.02
012	Information Systems Management Support Specialist II	$80.03
013	Information Systems Management Support Specialist I	$60.45
014	IT Analyst V	$134.36
015	IT Analyst IV	$117.27
016	IT Analyst III	$107.90
017	IT Analyst II	$85.36
018	IT Analyst I	$76.53
019	Data Architect	$117.27
020	Information Systems Engineer IV	$102.52
021	Information Systems Engineer III	$96.34
022	Information Systems Engineer II	$82.41
023	Information Systems Engineer I	$68.22
024	Database Management Specialist	$82.41
025	Systems Programmer /Analyst IV	$71.18
026	Systems Programmer /Analyst III	$59.32
027	Systems Programmer /Analyst II	$50.75
028	Systems Programmer /Analyst I	$39.16
029	Communications Specialist III	$99.74
030	Communications Specialist II	$88.55
031	Communications Specialist I	$73.38
032	Technical Writer/Editor	$57.06

033	Telecommunications Support Tech III	$61.03
034	Telecommunications Support Tech II	$52.38
035	Telecommunications Support Tech I	$42.43
036	Information Systems Support Specialist III	$38.71
037	Information Systems Support Specialist II	$30.60
038	Information Systems Support Specialist I	$27.14
001	Senior Consultant	$148.30
002	IT Specialist	$65.25
003	Senior Requirements Consultant/Specialist	$106.77
004	Senior Requirements Analyst	$118.64
005	Program Manager	$121.28
006	Project Manager	$110.76
007	Technical Task Manager	$99.53
008	Subject Matter Expert III	$180.12
009	Subject Matter Expert II	$159.96
010	Subject Matter Expert I	$144.12
011	Information Systems Management Support Specialist III	$114.02
012	Information Systems Management Support Specialist II	$80.03
013	Information Systems Management Support Specialist I	$60.45
014	IT Analyst V	$134.36
015	IT Analyst IV	$117.27
016	IT Analyst III	$107.90
017	IT Analyst II	$85.36
018	IT Analyst I	$76.53
019	Data Architect	$117.27
020	Information Systems Engineer IV	$102.52
021	Information Systems Engineer III	$96.34
022	Information Systems Engineer II	$82.41
023	Information Systems Engineer I	$68.22
024	Database Management Specialist	$82.41
025	Systems Programmer /Analyst IV	$71.18
026	Systems Programmer /Analyst III	$59.32
027	Systems Programmer /Analyst II	$50.75
028	Systems Programmer /Analyst I	$39.16
029	Communications Specialist III	$99.74
030	Communications Specialist II	$88.55
031	Communications Specialist I	$73.38
032	Technical Writer/Editor	$57.06
033	Telecommunications Support Tech III	$61.03
034	Telecommunications Support Tech II	$52.38
035	Telecommunications Support Tech I	$42.43
036	Information Systems Support Specialist III	$38.71
037	Information Systems Support Specialist II	$30.60

038	Information Systems Support Specialist I	$27.14
001	Senior Consultant	$148.30
002	IT Specialist	$65.25
003	Senior Requirements Consultant/Specialist	$106.77
004	Senior Requirements Analyst	$118.64
005	Program Manager	$121.28
006	Project Manager	$110.76
007	Technical Task Manager	$99.53
008	Subject Matter Expert III	$180.12
009	Subject Matter Expert II	$159.96
010	Subject Matter Expert I	$144.12
011	Information Systems Management Support Specialist III	$114.02

Labor Category Descriptions for SIN 54151S

001 Commercial Job Title: Senior Consultant

Minimum/General Experience: Ten (10) years experience providing comprehensive business and technical solutions. Must have strong writing and communications skills and the ability to interface with senior and executive management. Relevant experience may include, but is not limited to, acquisition support, business process analysis, configuration management, functional or subject matter knowledge, proposal development, report preparation, auditing and contract administration. Master's degree is equivalent to two (2) years experience.

Functional Responsibility: Leads teams to develop business and technical solutions. Develops documentation, white papers and proposals to communicate developed solutions. Prepares project schedules and develops project processes. May perform other duties as assigned.

Minimum Education: Master's Degree or other equivalent degree program.

002 Commercial Job Title: IT Specialist

Minimum/General Experience: Five (5) years of experience supporting IT environments. Must be proficient in the Microsoft office suite of products such as PowerPoint, Project and Excel. Have general knowledge of IT systems and communication tools. A Bachelor's Degree or higher is equivalent to two (2) years experience.

Functional Responsibility: Coordinates office support tasks. May report directly to a client or work at the client location to support client operations as required. Understands and provides support, project assistance, general office support, secretarial support, data entry, and other administrative tasks.

Minimum Education: High School Diploma or other equivalent degree program.

003 Commercial Job Title: Senior Requirements Consultant/Specialist

Minimum/General Experience: Eight (8) years of technical and business experience gathering requirements and developing solutions based on the findings. Relevant experience may include business process re-engineering, full systems lifecycle support, and enterprise architecture support. Master's Degree is equivalent to two (2) years experience.

Functional Responsibility: Gather data to formulate and recommend technical and business solutions to improve systems and support services.

Minimum Education: Bachelor's Degree in Computer Science. Five (5) years of experience is equivalent to a Bachelor's Degree.

004 Commercial Job Title: Senior Requirements Analyst

Minimum/General Experience: Ten (10) years experience gathering requirements for business and technical solutions. Must have strong writing and communications skills and the ability to interface with senior and executive management. Must be knowledgeable with the implementation of applicable Government mandates such as the President's Management Agenda and the Federal Acquisition Regulation (FAR). Master's degree is equivalent to two (2) years experience.

Functional Responsibility: Duties may include conducting process or requirements analyses, supporting IT systems development with subject matter knowledge, assisting in IT procurement, performing system audits, conducting training, and assisting in the preparation of management and financial reports and presentations.

Minimum Education: Bachelor's Degree in Computer Science. Eight (8) years of experience is equivalent to a Bachelor's Degree.

005 Commercial Job Title: Program Manager

Minimum/General Experience: Requires twelve (12) years experience in managing information technology programs. Relevant experience includes, but is not limited to, experience in managing large-scale projects, contracts, funds, and resources.

Functional Responsibility: Duties may include contract management, large-scale project management, and working with the customer to determine program requirements.

Minimum Education: Master's Degree or other equivalent degree program (or an additional two (2) years general IT experience).

006 Commercial Job Title: Project Manager

Minimum/General Experience: Requires ten (10) years experience in managing information technology programs. Relevant experience includes, but is not limited to, experience in managing projects, contracts, funds, and resources.

Functional Responsibility: Duties may include contract management, project management, and working with the customer to determine project requirements.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

007 Commercial Job Title: Technical Task Manager

Minimum/General Experience: Requires seven (7) years experience. Relevant experience includes, but is not limited to, progressive hardware/software development experience and management of task orders and/or contracts.

Functional Responsibility: Duties may include managing technical areas of projects and serving as the focal point for questions about projects.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

008 Commercial Job Title: Subject Matter Expert III

Minimum/General Experience: Requires twenty (20) years experience in information systems, including twelve years of specialized experience providing state-of-the-art solutions in information systems technology. If the area of expertise is new state-of-the-art technology, experience must be consistent with the age of the technology. Vendor certification in RDBMS, development language, or telecommunication technology may be substituted for advanced degree or experience requirements.

Functional Responsibility: Duties may include providing expert services and leadership in specialized technical areas, generally providing technical expertise in state-of-the-art technology.

Minimum Education: Master's Degree or other equivalent degree program (or an additional 2 (2) years general IT experience).

009 Commercial Job Title: Subject Matter Expert II

Minimum/General Experience: Requires fifteen (15) years experience in information systems, including seven years of specialized experience providing state-of-the-art solutions in information systems technology. If the area of expertise is new state-of-the-art technology, experience must be consistent with the age of the technology. Vendor certification in RDBMS, development language, or telecommunication technology may be substituted for advanced degree or experience requirements.

Functional Responsibility: Duties may include providing expert services and leadership in specialized technical areas, generally providing technical expertise in state-of-the-art technology.

Minimum Education: Master's Degree or other equivalent degree program (or an additional 2 years general IT experience).

010 Commercial Job Title: Subject Matter Expert I

Minimum/General Experience: Requires ten years experience in information systems, including five years of specialized experience providing state-of-the-art solutions in information systems technology. If the area of expertise is new state-of-the-art technology, experience must be consistent with the age of the technology. Vendor certification in RDBMS, development language, or telecommunication technology may be substituted for advanced degree or experience requirements.

Functional Responsibility: Duties may include providing expert services and leadership in specialized technical areas, generally providing technical expertise in state-of-the-art technology.

Minimum Education: Master's Degree or other equivalent degree program (or an additional two (2) years general IT experience).

011 Commercial Job Title: Information Systems Management Support Specialist III

Minimum/General Experience: Requires ten (10) years experience. Relevant experience may include, but is not limited to, acquisition support, business process analysis, configuration management, functional or subject matter knowledge, graphics design, web site maintenance, training, report preparation, auditing and contract administration.

Functional Responsibility: Duties may include conducting process or requirements analyses, supporting IT systems development with subject matter knowledge, assisting in IT procurement, performing system audits, conducting training, and assisting in the preparation of management and financial reports and presentations.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

012 Commercial Job Title: Information Systems Management Support Specialist II

Minimum/General Experience: Requires seven (7) years experience. Relevant experience may include, but is not limited to, acquisition support, business process analysis, configuration management, functional or subject matter knowledge, graphics design, web site maintenance, training, report preparation, auditing and contract administration.

Functional Responsibility: Duties may include conducting process or requirements analyses, supporting IT systems development with subject matter knowledge, assisting in IT procurement, performing system audits, conducting training, and assisting in the preparation of management and financial reports and presentations.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

013 Commercial Job Title: Information Systems Management Support Specialist I

Minimum/General Experience: Requires five (5) years experience. Relevant experience may include, but is not limited to, acquisition support, business process analysis, configuration management, functional or subject matter knowledge, graphics design, web site maintenance, training, report preparation, auditing and contract administration.

Functional Responsibility: Duties may include conducting process or requirements analyses, supporting IT systems development with subject matter knowledge, assisting in IT procurement, performing system audits, conducting training, and assisting in the preparation of management and financial reports and presentations.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

014 Commercial Job Title: IT Analyst V

Minimum/General Experience: Requires twelve (12) years experience. Relevant experience includes, but is not limited to, expertise in the required hardware, software, and/or communications specialty,

substantial knowledge of analytical techniques, and experience in gathering data to solve complex technical problems, and team leader responsibilities. Vendor certification in RDBMS, development language, or telecommunication technology may be substituted for advanced degree or experience requirements.

Functional Responsibility: In conjunction with the provision of professional information technology services, duties may include analysis of complex problems, definition of functional requirements, process analysis and design, planning and implementation of QA activities, system integration, network design and implementation, database analysis and design, developing and providing training materials, and providing daily supervision to technical personnel.

Minimum Education: Master's Degree or other equivalent degree program (or an additional two (2) years general IT experience).

015 Commercial Job Title: IT Analyst IV

Minimum/General Experience: Requires ten (10) years experience. Relevant experience includes, but is not limited to, expertise in the required hardware, software, and/or communications specialty, knowledge of analytical techniques, and experience in gathering data to solve complex technical problems.

Functional Responsibility: In conjunction with the provision of professional information technology services, duties may include analysis of complex problems, definition of functional requirements, operations research, modeling, process analysis and design, planning and implementation of QA activities, system integration, network design and implementation, database analysis and design, developing and providing training materials, and providing daily supervision to technical personnel.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

016 Commercial Job Title: IT Analyst III

Minimum/General Experience: Requires seven (7) years experience. Relevant experience includes, but is not limited to, expertise in the required hardware, software, and/or communications specialty, knowledge of analytical techniques, and experience in gathering data to solve complex technical problems.

Functional Responsibility: In conjunction with the provision of professional information technology services, duties may include analysis of complex problems, definition of functional requirements, planning and implementation of QA activities, systems integration, network design and implementation, database analysis and design, and developing and providing training materials.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

017 Commercial Job Title: IT Analyst II

Minimum/General Experience: Requires five (5) years experience. Relevant experience includes, but is not limited to, expertise in the required hardware, software, and/or communications specialty, knowledge of analytical techniques, and experience in gathering data to solve complex technical problems.

Functional Responsibility: In conjunction with the provision of professional information technology services, duties may include analysis of complex problems, definition of functional requirements, planning and implementation of QA activities, systems integration, network design and implementation, database analysis and design, and developing and providing training materials.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

018 Commercial Job Title: IT Analyst I

Minimum/General Experience: Requires one (1) year experience. Relevant experience includes, but is not limited to, expertise in the required hardware, software, and/or communications specialty, knowledge of analytical techniques, and experience in gathering data to solve complex technical problems.

Functional Responsibility: In conjunction with the provision of professional information technology services, duties may include analysis of complex problems, definition of functional requirements, planning and implementation of QA activities, systems integration, network design and implementation, database analysis and design, and developing and providing training materials.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

019 Commercial Job Title: Data Architect

Minimum/General Experience: Requires twelve (12) years experience. Relevant experience includes, but is not limited to, knowledge of system analysis and design methodologies and tools, experience in defining system and data architectures, and analysis/design experience with large and complex systems.

Functional Responsibility: Duties may include performing or leading architecture analysis and design, system development, defining systems and data architectures, providing technical direction, analyzing alternative designs, integration, and migration.

Minimum Education: Master's Degree or other equivalent degree program (or an additional two (2) years general IT experience).

020 Commercial Job Title: Information Systems Engineer IV

Minimum/General Experience: Requires ten (10) years experience. Relevant experience includes, but is not limited to, analysis and design of complex systems applications, such as web-based systems; use of programming languages; knowledge of database management systems; and software development management experience.

Functional Responsibility: Duties may include performing, leading, and coordinating activities for the development of complex systems in one or more of the following areas: requirements analysis, design analysis, design, programming, software integration, documentation, test and evaluation, and other technical tasks.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

021 Commercial Job Title: Information Systems Engineer III

Minimum/General Experience: Requires seven (7) years experience. Relevant experience includes, but is not limited to, analysis and design of complex systems applications, such as web-based systems; use of programming languages; knowledge of database management systems; and software development management experience.

Functional Responsibility: Duties may include performing, leading, and coordinating activities for the development of complex systems in one or more of the following areas: requirements analysis, design analysis, design, programming, software integration, documentation, test and evaluation, and other technical tasks.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

022 Commercial Job Title: Information Systems Engineer II

Minimum/General Experience: Requires five (5) years experience. Relevant experience includes, but is not limited to, use of programming languages to develop complex systems applications and knowledge of database management systems.

Functional Responsibility: Duties may include performing activities to support the development of complex systems in one or more of the following areas: requirements analysis, design analysis, design, programming, software integration, documentation, test and evaluation, and other technical tasks.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

023 Commercial Job Title: Information Systems Engineer I

Minimum/General Experience: Requires one (1) year experience. Relevant experience includes, but is not limited to, analysis and design of complex systems applications, such as web-based systems; use of programming languages; knowledge of database management systems; and software development management experience.

Functional Responsibility: Duties may include performing activities to support the development of complex systems in one or more of the following areas: requirements analysis, design analysis, design, programming, software integration, documentation, test and evaluation, and other technical tasks.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

024 Commercial Job Title: Database Management Specialist

Minimum/General Experience: Requires five (5) years experience. Relevant experience includes providing technical expertise in the definition, control, integrity, administration, and management of database management systems.

Functional Responsibility: Duties may include providing technical expertise and guidance in the design, implementation, administration, and maintenance of database systems; evaluating and recommending products and services; security administration; maintaining data models and data dictionaries; and determining file organization and indexing methods.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

025 Commercial Job Title: Systems Programmer/Analyst IV

Minimum/General Experience: Requires seven (7) years experience in the field of information systems and four years specialized programming experience. Relevant experience includes, but is not limited to, knowledge of management information systems and IT systems concepts and systems analysis or programming experience.

Functional Responsibility: Duties may include performing as a lead programmer in the design, development, documentation, and implementation of software applications.

Minimum Education: High School Diploma or other equivalent degree program.

026 Commercial Job Title: Systems Programmer/Analyst III

Minimum/General Experience: Requires five (5) years experience in the field of information systems and three years specialized programming experience. Relevant experience includes, but is not limited to, knowledge of management information systems and IT systems concepts and systems analysis or programming experience.

Functional Responsibility: Duties may include performing as a lead programmer in the design, development, documentation, and implementation of software applications.

Minimum Education: High School Diploma or other equivalent degree program.

027 Commercial Job Title: Systems Programmer/Analyst II

Minimum/General Experience: Requires three (3) years experience in the field of information systems and two years specialized programming experience. Relevant experience includes, but is not limited to, knowledge of management information systems and IT systems concepts and systems analysis or programming experience.

Functional Responsibility: Duties may include assisting in the design, development, documentation, and implementation of software applications.

Minimum Education: High School Diploma or other equivalent degree program.

028 Commercial Job Title: Systems Programmer/Analyst I
Minimum/General Experience: Requires one (1) year experience in the field of information systems and some specialized programming experience. Relevant experience includes, but is not limited to, knowledge of management information systems and IT systems concepts and systems analysis or programming experience.

Functional Responsibility: Duties may include assisting in the design, development, documentation, and implementation of software applications.

Minimum Education: High School Diploma or other equivalent degree program.

029 Commercial Job Title: Communications Specialist III
Minimum/General Experience: Requires seven (7) years experience. Relevant experience includes, but is not limited to, designing, developing, maintaining, and/or modifying complex network hardware and/or software systems and knowledge of routing, switching, and network protocols.

Functional Responsibility: Duties may include providing technical direction for communications and networking activities, evaluation of network systems, network design and development, and providing day-to-day network maintenance and administration support.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

030 Commercial Job Title: Communications Specialist II
Minimum/General Experience: Requires five (5) years experience. Relevant experience includes, but is not limited to, designing, developing, maintaining, and/or modifying complex network hardware and/or software systems and knowledge of routing, switching, and network protocols.

Functional Responsibility: Duties may include providing technical direction for communications and networking activities, evaluation of network systems, network design and development, and providing day-to-day network maintenance and administration support.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

031 Commercial Job Title: Communications Specialist I
Minimum/General Experience: Requires three (3) years experience. Relevant experience includes, but is not limited to, designing, developing, maintaining, and/or modifying complex network hardware and/or software systems and knowledge of routing, switching, and network protocols.

Functional Responsibility: Duties may include providing technical direction for communications and networking activities, evaluation of network systems, network design and development, and providing day-to-day network maintenance and administration support.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

032 Commercial Job Title: Technical Writer/Editor

Minimum/General Experience: Requires five (5) years experience. Relevant experience includes, but is not limited to, writing and editing technical documents and knowledge of information systems.

Functional Responsibility: Duties may include writing and editing technical documents, user documentation, and training course materials.

Minimum Education: Bachelor's Degree or other equivalent degree program (or an additional four (4) years general IT experience).

033 Commercial Job Title: Telecommunications Support Tech III

Minimum/General Experience: Requires five (5) years experience in the field of information systems and three (3) years specialized network administration or support experience. Relevant experience includes, but is not limited to, knowledge of network and/or PC operating systems, applications, and network components.

Functional Responsibility: Duties may include user support and troubleshooting of hardware, software, and printer problems; system administration of network systems; and end user support and training.

Minimum Education: High School Diploma or other equivalent degree program.

034 Commercial Job Title: Telecommunications Support Tech II

Minimum/General Experience: Requires four (4) years experience in the field of information systems and two (2) years specialized network administration or support experience. Relevant experience includes, but is not limited to, knowledge of network and/or PC operating systems, applications, and network components.

Functional Responsibility: Duties may include user support and troubleshooting of hardware, software, and printer problems; system administration of network systems; and end user support and training.

Minimum Education: High School Diploma or other equivalent degree program.

035 Commercial Job Title: Telecommunications Support Tech I

Minimum/General Experience: Requires three (3) years experience in the field of information systems and one (1) year network administration or support experience. Relevant experience includes, but is not limited to, knowledge of network and/or PC operating systems, applications, and network components.

Functional Responsibility: Duties may include user support and troubleshooting of hardware, software, and printer problems; system administration of network systems; and end user support and training.

Minimum Education: High School Diploma or other equivalent degree program.

036 Commercial Job Title: Information Systems Support Specialist III
Minimum/General Experience: Requires two (2) years experience in the field of information systems including computer concepts, hardware and/or software. Relevant experience includes, but is not limited to, knowledge of network and/or PC hardware, operating systems, applications, or network components.

Functional Responsibility: Duties may include hardware/software receipt, installation, operation, repair and/or inventory; user support; help desk; and troubleshooting of hardware or software problems.

Minimum Education: High School Diploma or other equivalent degree program.

037 Commercial Job Title: Information Systems Support Specialist II
Minimum/General Experience: Requires one (1) year experience in the field of information systems including computer concepts, hardware and/or software. Relevant experience includes, but is not limited to, knowledge of network and/or PC hardware, operating systems, applications, or network components.

Functional Responsibility: Duties may include hardware/software receipt, installation, operation, repair and/or inventory; user support; help desk; and troubleshooting of hardware or software problems.

Minimum Education: High School Diploma or other equivalent degree program.

038 Commercial Job Title: Information Systems Support Specialist I
Minimum/General Experience: Requires six (6) months experience in the field of information systems including computer concepts, hardware and/or software. Relevant experience includes, but is not limited to, knowledge of network and/or PC hardware, operating systems, applications, or network components.

Functional Responsibility: Duties may include hardware/software receipt, installation, operation, repair and/or inventory; user support; help desk; and troubleshooting of hardware or software problems.

Minimum Education: High School Diploma or other equivalent degree program.