GLOTECH

GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE FSS PRICE LIST

Online access to contract ordering information, terms and conditions, pricing, and the option to create an electronic delivery order is available through GSA Advantage! ®. The internet address for GSA Advantage! ® is : https://www.GSAAdvantage.gov.

SCHEDULE TITLE: MULTIPLE AWARD SCHEDULE (MAS)

LARGE CATEGORY F INFORMATION TECHNOLOGY

CONTRACT NUMBER:
47QTCA24D0015

PERIOD COVERED BY CONTRACT:
November 2nd 2023-November 1st 2028

Glotech, Inc.
1803 Research Blvd
STE 605
Rockville, MD 20850-3155
(P) 301-251-4411
www.glotech.net

Contractor's Administration Source:
Scott Miller
(P) 240-457-7683
millers@glotech.net

Pricelist current through Modification # **PO-0001**, dated **11/02/2023**
Business Size: **Small Business**

For more information on ordering go to the following website: https://www.gsa.gov/schedules.

1a.   **TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

   SIN 54151S: Information Technology (IT) Professional Services
   SIN OLM: Order-Level Materials (OLMs)

1b.   **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:** See attached Pricelist

1c.   **HOURLY RATES (Services Only):** See attached pricelist

2.   **MAXIMUM ORDER:**
   SIN 54151S: $500,000
   SIN OLM: $250,000

3.   **MIMINUM ORDER:** $100

4.   **GEOGRAPHIC COVERAGE:** Domestic (48 US Contiguous States and Washington, D.C.)

5.   **POINT(S) OF PRODUCTION:** Glotech, Inc. 1803 Research Blvd., Suite 605 Rockville MD 20850

6.   **DISCOUNT FROM LIST PRICES:** Net GSA pricing is listed in the attached pricing table

7.   **QUANTITY DISCOUNT(S):** 1.5% on a single task order of $500,000 or more

8.   **PROMPT PAYMENT TERMS:** None
   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:** To be negotiated at the task order level

10b.   **EXPEDITED DELIVERY:** To be negotiated at the task order level

10c.   **OVERNIGHT AND 2-DAY DELIVERY:** To be negotiated at the task order level

10d.   **URGENT REQUIREMENTS**: Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery

11.   **FOB POINT:** Destination

12a.   **ORDERING ADDRESS:**
   Glotech, Inc.
   1803 Research Blvd., Suite 605
   Rockville, MD 20850

12b.   **ORDERING PROCEDURES:** See Federal Acquisition Regulation (FAR) 8.405-3.

13.   **PAYMENT ADDRESS:**
   Glotech, Inc.
   1803 Research Blvd., Suite 605
   Rockville, MD 20850

14. **WARRANTY PROVISION:** N/A

15. **EXPORT PACKING CHARGES:** N/A

16. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (if applicable).** N/A

17. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A

18a. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A

18b. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A

19. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A

20. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A

21. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A

22a. **SPECIAL ATTRIBUITES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A

22b. **Section 508 Compliance for EIT:** as applicable

23. **UNIQUE ENTITY IDENTIFIER (UEI) NUMBER:** F2DPFWRULBM4

24. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Active

GLOTECH, INC. GSA AWARDED PRICING

SIN	Labor Category	GSA PRICE w/ IFF (Year 1)	GSA PRICE w/ IFF (Year 2)	GSA PRICE w/ IFF (Year 3)	GSA PRICE w/ IFF (Year 4)	GSA PRICE w/ IFF (Year 5)
54151S	Principal Systems Engineer	$170.10	$175.54	$181.16	$186.95	$192.94
54151S	Senior Consultant	$155.84	$160.83	$165.97	$171.28	$176.77
54151S	Program Manager	$148.51	$153.27	$158.18	$163.23	$168.45
54151S	Senior Information Engineer	$133.42	$137.69	$142.10	$146.64	$151.34
54151S	Senior Software Architect	$131.23	$135.44	$139.77	$144.24	$148.86
54151S	Telecommunications Specialist	$114.44	$118.10	$121.87	$125.77	$129.79
54151S	Data Information Engineer	$114.13	$117.77	$121.54	$125.43	$129.44
54151S	Senior Contract Analyst	$108.99	$112.47	$116.07	$119.79	$123.62
54151S	Senior Systems Engineer	$97.42	$100.53	$103.75	$107.07	$110.50
54151S	Systems Architect Specialist	$96.74	$99.83	$103.02	$106.32	$109.72
54151S	Applications Engineer	$94.36	$97.38	$100.49	$103.71	$107.02
54151S	Business Process and Resource Analyst	$92.08	$95.02	$98.07	$101.20	$104.43
54151S	Systems Administrator	$91.14	$94.06	$97.07	$100.17	$103.38
54151S	Staff System Engineer	$89.91	$92.80	$95.77	$98.83	$101.99
54151S	Staff Hardware Engineer	$78.37	$80.88	$83.47	$86.14	$88.90
54151S	Staff Software Engineer	$74.16	$76.53	$78.98	$81.51	$84.12
54151S	Network Administrator	$73.27	$75.62	$78.04	$80.53	$83.11
54151S	Associates System Engineer	$66.82	$68.96	$71.16	$73.44	$75.79
54151S	Technical Writer	$62.76	$64.77	$66.84	$68.98	$71.18
54151S	Technical Specialist - Drafting	$60.30	$62.24	$64.23	$66.29	$68.41
54151S	Associate Hardware Engineer	$60.04	$61.96	$63.95	$65.99	$68.11
54151S	Associate Software Engineer	$59.31	$61.21	$63.16	$65.19	$67.27
54151S	Help Desk Specialist	$56.97	$58.79	$60.68	$62.62	$64.62
54151S	Junior Computer Systems Analyst	$56.12	$57.91	$59.77	$61.68	$63.66

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

Principal Systems Engineer

Duties: Develops and applies advanced methods, theories and research techniques in the investigation and solution of complex and difficult system design requirements and problems requiring the expert application of advanced knowledge. Develops and refines new engineering techniques to enhance quality and productivity. Establishes performance and technical standards. Generates and approves project and testing specifications. May lead or coordinate complex task/project teams. Plans, conducts and technically directs projects or major phases of significant projects, coordinating the efforts of engineers and technical support personnel in the performance of assigned duties. Conducts investigations of considerable complexity. Reviews literature, patents and current practices relevant to the solution of assigned projects. Reviews completion and implementation of system additions and/or enhancements and recommends corrections in technical application and analysis to management. Evaluates vendor capabilities to provide required products or services. Provides technical consultation to other organizations. May provide work leadership to lower level employees. Performs other duties, as assigned.

Education: Masters Degree or Ph.D. in Computer Science or a related field, or equivalent experience. Fifteen or more years of applicable progressively complex system design experience including hardware/software integration of complex systems**.**

Senior Consultant

Duties: Senior Consultants shall be responsible for the design, implementation and analysis of discrete elements of a program. The senior Consultant will provide leadership and guidance to policy development, authorship of final reports, presentations to high level managers and Congress, and other program elements that require expertise.

Education: The Senior Consultant must be a recognized leader in his or her field, with a minimum of 10 years of directly related experience or publications, three (3) of which shall be within the last five (5) years. The Senior Consultant will have a professional degree in a field related to his or her expertise or equivalent experience.

Program Manager

Duties: The Program Manager serves as the contractor's single contract manager, and shall be the contractor's authorized interface with the Government Contracting Officer (CO), the Contracting Officer's Technical Representative (COTR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance and shall not serve in any other capacity under this contract. The Program Manager shall establish and maintain technical and financial reports in order to show progress to corporate management and clients. Maintain client contacts to ensure conformity to all contractual obligations. Ensure the development, maintenance, and implementation of work order management plans, a document which guides the performance of all functional activities performed on the individual task orders.

Education: The Program Manager must have a minimum of 14 years of successful program management experience on large government technical contracts, three (3) of which shall be within the last five (5) years. In addition, the Program Manager must have demonstrated experience or a Bachelors degree in Computer Sciences, Information Systems, Business, Communications or related field. An advanced degree in Business, Law, Economics, Communication, Computer Science, or related discipline may be substituted for four years experience.

Senior Information Engineer (IE)

Duties: The Senior IE mentors client task leaders and acts as project manager directing the efforts of other IE categories. Has full life-cycle experience and expertise in all areas of the IE Methodology. Performs instruction in information engineering and engineering process reengineering, and hands-on training in the use of Computer Aided Software Engineering (CASE) tools. Plans and manages projects schedules, directs the work of other contractors, provides quality assurance reviews, and provides consulting services during the planning, analysis, and design phases of information engineering. Facilitates the clients' workshops, Joint Requirement Planning (JRP) sessions,

Joint Application Development (JAD) sessions, and Rapid Application Development (RAD) sessions. Responsibilities will include preparation and presentation of client briefings to the senior leadership.

Education: The Senior IE must have a minimum of 10 years of demonstrated experience, three (3) of which shall be within the last five (5) years in Software engineering and program management all of the areas outlined above. A Bachelors degree in Software Engineering or related field, or experience is required.

Senior Software Architect

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

Education: The Senior Software Architect must have a bachelor's degree in an appropriate discipline and a minimum of 10 years experience three (3) of which shall be within the last five (5) years in supervision of system architects, use of structured analysis, design methodologies and design tools, and other design techniques, object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. A Bachelors or advanced degree in Computer Science, Information Systems, Engineering, or other related discipline may be substituted for six years of experience.

Telecommunications Specialist

Duties: The Telecommunications Specialist must be technically current in telecommunications systems design functions and project planning relating to large scale distributed computer systems and equivalent design work related to medium and smaller scale "stand-alone" systems. Provides senior level technical staff functions regarding new systems design efforts . Provides high-level expertise in design decisions relating to hardware systems configurations, software design and database, user interface design, and display features for operational display systems. Serves as a senior level manager of large multi-disciplined department of telecommunication engineers, human factors, and specialty technical personnel involved in the design and development of the advanced automation systems.

Education: The Telecommunications Specialist must have a minimum of eight years, three (3) of which shall be within the last five (5) years of direct experience in telecommunications system design and management. The Telecommunications Specialist must have demonstrated experience in program and staff management, business practice, and system evaluation. A Bachelors degree in a related field may be substituted for two years of experience.

Data Information Engineer

Duties: The Data IE is an active participant in planning, analysis, design, and construction phases of information engineering. Has hands-on experience using Information engineering, developing and implementing large systems, is considered to be an expert in several phases of Information Engineering Methodology including engineering process reengineering. Develops deliverables and presents result for client review. Additional responsibilities may include, but not limited to: leading or assisting in the preparation of presentation of client briefings and workshops; performing as instructor educating in information engineering.

Education: The Data IE must have a minimum of eight years of direct experience, three (3) of which shall be within the last five (5) years in the areas outlined above, including working with upper-level management. A Bachelors degree in a related field or equivalent experience is required.

Senior Contract Analyst

Duties: The Senior Contract Analyst provides professional services in market and trend analysis, and contract business and technical evaluation in support of Government agencies. Specific responsibilities shall include conducting technical reviews of contracts and modifications, and comparisons with similar products and services, collection and evaluation of, and reporting on market surveys and trends, and analysis of alternate vehicles in terms of office automation, hardware, software, and technical support requirements.

Education: The Senior Contracts Analyst shall have a minimum of 12 years experience in management and analysis of government requirements and contracts, five of which must have been within the past eight years, and shall have eight years direct experience in market analysis and Market Surveys. The Senior Contracts Analyst shall have in-depth knowledge of government contracting and acquisition procedures and policies. This position requires a Masters degree in Business, Communications, or related field or equivalent experience.

Senior Systems Engineer

Duties: Develops and applies advanced methods, theories and research techniques in the solution of advanced system requirements and problems. Provides comprehensive definition of all aspects of systems development from analysis of mission needs to verification of system performance. Performs evaluation of alternatives and assessment of risks and costs. Plans, conducts and technically directs projects or major phases of significant projects, coordinating the efforts of technical and support staff in the performance of assigned duties. Documents the results of complex analysis and design tasks. Develops test planning documentation, including test plans, test specifications, and test procedures for integrated systems. Conducts investigations and tests of considerable complexity. Possesses experience with simulations, data extraction, reduction, and analysis methodologies, modern techniques for system integration, and systems and software configuration management policy and guidelines. Reviews literature, patents and current practices relevant to the solution of assigned projects. Reviews completion and implementation of system additions and/or enhancements and makes recommendations to management. Evaluates vendor capabilities to provide required products or services. Conducts hardware and software trade-off studies and prepares technical reports on the assessments. Supports system test to include EMI/RFI and shock vibration testing, as well as system interoperability testing. Reviews and evaluates proposed system interoperability from both data exchange and communications support capabilities. Assists the Government in the conduct of Reliability, Availability, and Maintainability analyses and submits appropriate test reports. Assists the client in the establishment and conduct of quality assurance analysis and engineering to include periodic reviews and audits. Participates in site testing, security accreditation, and formal acceptance testing. May provide work leadership to lower level employees.

Education: Masters Degree in Computer Science or a related field, or equivalent experience. Eight or more years of applicable progressively complex systems design experience, including hardware/software integration of complex systems.

Systems Architect Specialist

Duties: The Systems Architect Specialist establishes system information requirements using analysis of the information engineers in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across

the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Provides daily supervision and direction to staff.

Education: This position requires a bachelor's degree in an appropriate discipline and a minimum of eight years, three (3) of which shall be within the last five (5) years in the use of structured analysis, design methodologies and design tools, object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. A Masters degree in Computer Science, Information Systems, Engineering, Business, or other related discipline, may be substituted for three years experience.

Applications Engineer

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

Education: This position requires a minimum of Bachelors degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires a minimum of six years experience, three (3) of which shall be within the last five (5) years and at least four years must be specialized. Specialized experience includes: experience as an applications programmer on large scale data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work independently or under only general direction.

Business Processes and Resource Analyst

Duties: The Business Process and Resource Analyst is responsible for manpower resource planning and allocation, analysis of buying trends, research, analysis and presentation of contract status and resource reports, and market analysis. Supports the Contract Management Team in developing implementing, and documenting best business practices related to manpower resource planning, allocation and compensation. Provides professional support to Contract and Business Managers in meeting and maintaining manpower resource requirements. Evaluates internal manpower requirements for the execution of IT strategies and procedures and performs analysis of external market factors affecting compensation for IT professionals and supporting technical personnel. Develops compensation strategies for achieving and maintaining the optimum levels of technical capability with available financial resources.

Education: The Business Application/Compensation and Resource Analyst must have a minimum of 10 years of experience in business systems analysis, five of which must have been within the past eight years, and with six years direct experience in contract negotiations and market analysis. Must have the capability to monitor industry and public policy development for impact on market for IT personnel.

Systems Administrator

Duties: The System Administrators supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

Education: A Bachelors degree in Computer Science, Information Systems, Engineering, Business, or other related discipline, or equivalent experience is required for this position. This position requires a minimum of four years experience, of which at least three years must be specialized and three (3) of which shall be within the last five (5) years; experience in administrating UNIX or open systems-compliant systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

Staff Systems Engineer

Duties: Defines, designs and develops system requirements. Assesses architecture and current hardware limitations, defines and designs complex system specifications, input/output processes and working parameters for hardware/software compatibility. Coordinates design of subsystems and integration of total system. Analyzes and resolves difficult and complicated program support deficiencies. Conducts independent technical investigation in systems design. Coordinates and consolidates design efforts on major projects. May provide work leadership to lower level employees. Performs other duties, as assigned.

Education: Bachelors Degree (Masters preferred) in Computer Science or a related field, or equivalent experience. Five years of system design experience, including hardware/software integration.

Staff Hardware Engineer

Duties: Designs, develops, modifies and evaluates complicated and difficult hardware devices and/or systems. Diagnoses malfunctions in existing products and makes improvements or modifications to produce desired results. Compiles and evaluates design and test data and prepares technical specifications. Analyzes, develops and recommends design approaches to meet production requirements for new or improved products and/or processes. Interfaces with technical support personnel, drafters, technical writers and engineering technicians as required. Performs other duties, as assigned.

Education: Bachelors Degree in Electrical Engineering or equivalent experience. Two years applicable hardware design experience**.**

Staff Software Engineer

Duties: Designs, develops, troubleshoots and analyzes software programs for computer based systems. Performs system modeling, simulation and analysis. Designs and develops compilers, assemblers, utility programs and operating systems. Advises hardware design engineers on machine characteristics that affect software systems such as storage capacity, processing speed and input/output requirements. As required, provides input for documentation of new or existing programs. Provides technical expertise on information system architectures, implementation methodologies, and test strategies. Evaluates COTS and GOTS products. Evaluates Software Implementation plans. Participates in periodic requirements and design reviews. Assists in defining the evolving product baseline. Supports the Government test and evaluation.

Education: Bachelors Degree in Computer Science or a related field, or equivalent experience. Two years applicable software design experience.

Network Administrator - Local/Wide Area Networks (LAN/WAN)

Duties: Assists other administrators in maintaining large LAN systems; helps support a Wide-Area Network system using TCP/IP, which includes connectivity to mainframes. Coordinates and performs installation of workstations. Other duties included providing technical and software support to end users. Responsible for installing, maintaining, and upgrading computer workstations and software. Provides technical assistance and training. Performs evaluations of computer hardware and software. Serves as liaison with vendors for new hardware/software purchases. Assists clients in solving their computer related and networking problems. Provides maintenance and repairs of computers and peripheral.

Education: The Network Administrator must have a minimum of four years of LAN/WAN experience, three (3) of which shall be within the last five (5) years in the areas outlined above. An Associate degree in a related field or equivalent experience is required.

Associate Systems Engineer

Duties: Provides basic technical assistance in engineering functions under the supervision of more senior personnel. Analyzes existing systems and defines, designs and develops new system requirements. Determines systems specifications, input/output processes and working parameters for software/hardware compatibility. Coordinates design of subsystems and integration of total system. Identifies, analyzes and resolves program support deficiencies. Performs other duties, as assigned.

Education: Bachelors Degree in Computer Science, or a related field, or equivalent experience. Two years of system design experience including hardware/software integration experience.

Technical Writer

Duties: The Technical Writer provides research and writes professional documents, including program reports and procedures, documentation, training materials, including analysis and compilation of diverse policy, technical, statistical, demographic, and financial information. Leads documentation production team.

Education: The Technical Writer must have a minimum of five years direct experience, three (3) of which shall be within the last five (5) years in the area outlined above, including creation of documents, from research and analysis through publishing. A Bachelors degree in English, Communications, or related discipline, or equivalent experience is required

Technical Specialist – Drafting

Duties: Directs and coordinates the activities of designers/drafters and other assigned staff. Schedules work and reviews and checks completed work assignments. May work on more complex assignments and has working knowledge of applicable equipment including CAD/CAM. Defines and clarifies work requirements with clients and other users. Selects, trains and evaluates work of assigned staff. Develops estimates based on scope of effort. Performs other, related duties as assigned.
Education: Normally requires two years of college or an associate degree and six to ten years of related experience.

Associate Hardware Engineer

Duties: Assists in the design, development, modification and analysis of hardware devices and/or systems. Diagnoses malfunctions in existing products and makes improvements or modifications to produce desired results. Acquires current information and conducts analyses or tests of a routine degree of complexity pertaining to the development of new designs, methods or processes and provides recommendations accordingly. Performs other duties, as assigned.
Education: Bachelors Degree in Electrical Engineering or equivalent experience. This position requires at least 1 year of experience in a related field.

Associate Software Engineer

Duties: Assists in the design, development, troubleshooting and analysis of software programs for computer based systems. May perform systems modeling, simulation and analysis. Designs and develops basic compilers, assemblers, utility programs and operating systems. Advises hardware design engineers on machine characteristics that affect software systems, such as storage capacity, processing speed and input/output requirements. As required, provides input for documentation of new or existing programs. Performs other duties, as assigned.

Education: Bachelors Degree in Computer Science, a related field, or equivalent experience. This position requires at least 1 year of experience in a related field.

Help Desk Specialist

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

Education: This position requires an Associates Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline is required. This position requires a minimum of five years experience, three (3) of which shall be within the last five (5) years and at least three years must be specialized. Specialized experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Junior Computer Systems Analyst

Duties: The Junior Computer Systems Analyst analyzes information requirements. Evaluates analytically and systematically problems of workflows, organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Helps develop plans for automated information systems from project inception to conclusion. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under the supervision of a Senior Computer Systems Analyst or a Computer Systems Analyst coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative

Education: This position requires a Bachelors degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. This position requires at least 1 year of experience in a related field or 6 years of relevant experience in lieu of degree.