



## **GSA Labor Categories**

GSA Schedule 70 Contract Number: GS-35F-0520R  
1580 Lincoln Street, Suite 860  
Denver, CO 80203  
POC: Tom Melaragno  
Email: tmel@compri.com  
Phone: 303-860-1533  
Contract Period April 25, 2005 – April 25, 2010

### **Commercial Job Title: Business Analyst**

**Minimum/General Experience:** Seven (7) years of experience as a business analyst in a large systems environment. Requires aptitude for gathering user and system level requirements and creating business requirement documents, use cases, product concept documents and work flows for the implementation. Must have outstanding oral and written communication skills, must understand system development life cycle methodologies and have strong knowledge of hardware platforms, software and user interfaces.

**Functional Responsibility:** Gathers, analyzes and writes product business requirements. Conducts or participates in functional specification walkthroughs. Reviews functional specifications, project deliverables, technical specifications, test plans and scripts. Identifies and defines functional and data requirements, including changes to original scope. Gathers information about a problem, defines changes to an existing application, and implements the changes using documents and specifications. Ensures project documents conform to standards and are kept current.

**Minimum Education:** Bachelor's Degree in Business, Computer Science or related field.

### **Commercial Job Title: Computer Operator**

**Minimum/General Experience:** One (1) year experience with the control and operation of networks, computers, automated systems and peripherals. Must be able to identify and troubleshoot computer and processing problems, and provide system support for all users of the computer systems and applications.

Functional Responsibility: Responsible for monitoring production systems, control panel and processing operations. Runs diagnostic tests and determines any equipment malfunctions or performance deviations. Executes daily production system tasks, both scheduled and unscheduled, which are critical to the business functions of the company and to provide data security to the production systems within the data center through system backups.

Minimum Education: High School Diploma

Commercial Job Title: **Configuration Management Specialist**

Minimum/General Experience: Two (2) years of experience with version controlling, building, compiling, delivering, installing, configuring, auditing, and staging the applications for a particular project. This includes requirements, source code, documentation, subroutines, objects, executables and auxiliary applications.

Functional Responsibility: Creates and maintains application build scripts, deployment scripts, and development and testing environments. The CM will also participate in creating packages to support the baselining of requirements and the migration of code to System Test and to production, auditing work products, and following up on discrepancies.

Minimum Education: Bachelor's Degree in Computer Science or related field

Commercial Job Title: **Database Administrator**

Minimum/General Experience: Three (3) years experience of technical experience administering production databases in a large environment for complex computer systems. Requires proficiency in design, administration, implementation, upgrades, monitoring and database tuning that ensures the application runs efficiently and reliably.

Functional Responsibility: Provides end user technical support required to execute database changes and enhancements as well as security changes. The Database Administrator (DBA) administers instance and database backup, recovery, monitoring and tuning. He/she also manages database disk content and capacity plan, documents Database Environments. Provides end user support. Technical owner and administrator of the application and database.

Minimum Education: Bachelor's Degree in Computer Science

Commercial Job Title: **Database Programmer**

Minimum/General Experience: Five (5) years of experience with design, development, implementation, conversion, maintenance and performance evaluation of databases for complex computer systems. Requires proficiency with database schemas, sub-schemas and utilities needed to monitor database efficiency and integrity.

Functional Responsibility: Designs, programs and tests software needed to solve any logical or physical database problems existing in any installed database; trains programmers in proper use of database verbs and maintains database documentation.

Minimum Education: Bachelor's Degree in Computer Science

Commercial Job Title: **Data Warehouse Engineer/Architect**

Minimum/General Experience: Three (3) years of experience designing and implementing data warehouse schemas in the conversion of legacy data into relational database formats. Must have a solid understanding of a methodical approach for gathering, analyzing, documenting and diagramming complex business processes and modeling them into functional specifications.

Functional Responsibility: Creates functional specifications for the Data Warehouse, and from those specifications, creates logical and physical data structures related to data warehousing, which are easily maintained and easily accessed.

Minimum Education: Bachelor's Degree in Computer Science or related field

Commercial Job Title: **ERP/CRM Specialist**

Minimum/General Experience: Five (5) years of technical experience with the design, support, maintenance, deployment and management of Enterprise Resource Planning (ERP) systems and/or Customer Relationship Management (CRM) systems. Experienced with products like SAP, Oracle E-Business Suite, Peoplesoft, Siebel and Baan. The ERP/CRM Specialist has an aptitude for reducing broad concepts and business strategies into structured programs.

Functional Responsibility: Develops implementation strategies and plans based on business requirements. Guides users in detailing requirements. Acts as the ERP Solution expert from both a functional and technical perspective.

Minimum Education: Bachelor's Degree in Computer Science

Commercial Job Title: **Help Desk Technician**

Minimum/General Experience: Two (2) years of experience providing technical support in a call center environment. Requires competency with troubleshooting of hardware and software issues. Must have experience communicating complex technical information clearly and concisely. Must be flexible to work shifts that may include evenings, weekends, and holidays.

**Functional Responsibility:** Provides information on how to set-up, use and troubleshoot hardware and software products. Answers general application/system questions for both custom and off-the-shelf (OTS) software.

**Minimum Education:** Associate's Degree

**Commercial Job Title:** **LAN/WAN Engineer**

**Minimum/General Experience:** Three (3) years experience with administration, definition, maintenance, and expanding of local area networks (LANs) and wide area networks (WANs). Requires knowledge with voice and data integration, as well as wireless technology and virtual private networks. Proficiency with a variety of servers, routers and firewalls is essential.

**Functional Responsibility:** Incorporates distributed data, troubleshoots technical problems. Develops, implements and maintains integrated programs to protect the confidentiality of the organization's information resources. LAN/WAN management and systems administration, intrusion detection and firewall implementation

**Minimum Education:** Associate's Degree

**Commercial Job Title:** **Network Support Specialist**

**Minimum/General Experience:** Two (2) years providing network support, network monitoring and analysis of traffic between nodes on large computer networks. Requires competency with establishing and testing thresholds to achieve optimum network performance. Must have a thorough understanding of firewalls, intrusion detection systems, and inter-networking technology.

**Functional Responsibility:** Provides customer support and trouble-shooting for end-users on applications, accessibility, and security. Investigates network activity (internal and external) for potential threats to the company network. Keeps current with new developments in the security industry including alerts, vulnerabilities, and viruses and evaluates potential business impact.

**Minimum Education:** MCSE Certification or Associate's Degree

**Commercial Job Title:** **PC Technician**

**Minimum/General Experience:** Two (2) years experience troubleshooting desktop connectivity in a networked environment running various Windows and Unix operating systems. Requires the ability to upgrade, troubleshoot and repair a variety of hardware and software on personal computers and printers.

Functional Responsibility: Provides hardware and software support for laptop and desktop computers. Solves minor networking issues, and Internet browser connectivity and compatibility issues.

Minimum Education: MCSE or A+ Certification

Commercial Job Title: **Programmer**

Minimum/General Experience: Three (3) years of experience with the design, development, testing, implementation and enhancement of software for newly specified functionalities that will meet end user requirements. Requires the ability to take high-level designs to a detailed level and develop and test the appropriate code.

Functional Responsibility: Research, design, develop, test and maintain software and system enhancements in accordance with company standards, policies and practices.

Minimum Education: Associate's Degree in Programming or Computer Science

Commercial Job Title: **Program Manager**

Minimum/General Experience: Seven (7) years of technical management experience that applies to ensuring adequate and appropriate resources are assigned to the program. Requires competence in planning and organizing to ensure the design is controlled and the company's goals for the successful completion of the program/projects are achieved. Generally, the Program Manager should have experience in managing multiple project managers.

Functional Responsibility: Establishes and meets the program objectives. The Program Manager is directly responsible for implementation and maintenance of design control procedures, reporting on the performance of the program/projects, and ensuring that the customer requirements are met.

Minimum Education: Bachelor's Degree in Business or Computer Science

Commercial Job Title: **Project Manager**

Minimum/General Experience: Five (5) years experience in technical project management for complex computer systems. Requires the ability to consult with the client and engineering staff to develop understanding of the varied and complex business needs supported by the system. Must have experience in all phases of the systems life cycle and have proficiency with project management tools. Requires knowledge of various hardware and software platforms.

Functional Responsibility: Manages resources on the project and tracks progress toward meeting deliverables on time and on budget. Produces status reports, timelines, and graphics. Directs system quality control practices and procedures.

Minimum Education: Bachelor's Degree in Business or Computer Science

Commercial Job Title: **QA Engineer**

Minimum/General Experience: Three (3) years experience in all phases of the testing life cycle, including white/black box testing, test case development, defect creation, tracking and closure and risk analysis.

Functional Responsibility: Conducts analysis of business needs and then develops and executes test plans based upon the business needs. Develops quality assurance programs to meet established quality assurance standards. Develops automated scripts as needed. Has a comprehensive understanding of the software QA engineering process as it relates to the business.

Minimum Education: Associate's Degree

Commercial Job Title: **QA Manager**

Minimum/General Experience: Five (5) years experience managing the software quality assurance initiatives including product testing, test automation, metrics and process improvement. Requires competency with managing the planning and execution of test efforts.

Functional Responsibility: Stay abreast of latest software testing methodologies and tools to ensure a high level of expertise. Supervises QA engineers including staff development and resource allocation management. Also facilitates user acceptance testing and quality assurance activities.

Minimum Education: Bachelor's Degree in Business, Computer Science or related field

Commercial Job Title: **Security Administrator**

Minimum/General Experience: Three (3) years of experience in administering user ID's, access rights and profiles as required to support computer security policy and procedure.

Functional Responsibility: Generates schedules and audit reports. Administers records of authorization and ensures compliance for network, applications, remote access, Internet and on-line services.

Minimum Education: Bachelor's Degree

Commercial Job Title: **Security Architect/Manager**

Minimum/General Experience: Three (3) years of experience managing the security of the enterprise information resources (e.g., data, systems, network & architecture). Must

have competency to oversee the development of security policies and procedures as well as enforcement and audit strategies.

**Functional Responsibility:** Oversees the selection of tools to automate security administration and implementation. Oversees the education of users and IS staff on security policy and practices. Works closely with IS staff personnel and corporate business unit management to ensure security policies, procedures, and tools meet the needs of the business unit while ensuring the protection of the enterprise information resources.

**Minimum Education:** Bachelor's Degree

**Commercial Job Title:** **Systems Administrator**

**Minimum/General Experience:** Three (3) years of technical experience with research and development of enterprise network systems. Must have strong knowledge and familiarity with network protocols, data structures, PC architecture, security protocols, performance analysis, performance modeling, and network simulation. Requires competence in performing feasibility and performance studies, benchmarking, capacity planning and sizing.

**Functional Responsibility:** Provides technical expertise for the planning and definition of new system requirements. Develops appropriate systems recommendations to meet user needs, including system configurations and installation planning. Supports and improves system environment and services.

**Minimum Education:** Bachelor's Degree in Computer Science or related field

**Commercial Job Title:** **Systems Analyst**

**Minimum/General Experience:** Five (5) years of experience with analyzing technical requirements and planning for current and future capacity needs of the system. Requires knowledge of methodologies used in designing scalability into the system, and knowledge of available hardware, system software, and input/output devices.

**Functional Responsibility:** Analyzes information technology requirements to provide system capabilities required for projected workloads. Plans layout and installation of new system or modification of existing system. Works with technical staff and project managers to obtain information on limitations and capabilities of existing system.

**Minimum Education:** Bachelor's Degree in Computer Science or related field

**Commercial Job Title:** **Systems Architect**

**Minimum/General Experience:** Seven (7) years of experience with research and development of architectures for integrated applications. Must have strong knowledge

and familiarity with multiple network protocols, data structures and programming environments. Requires solid technical skills in a variety of technologies. Has a background of functional and technical expertise with full life cycle implementations, upgrades, legacy conversions, custom development, and post-production support.

Functional Responsibility: Conducts feasibility studies for using various technologies to meet end user requirements, advises alternative approaches, communicates with all levels of technical staff and users the “what” and “how” of the system solution.

Minimum Education: Bachelor’s Degree in Computer Science

Commercial Job Title: **Technical Writer**

Minimum/General Experience: Three (3) years of experience creating both written and online documentation. Must have the ability to write and implement User’s Guides, Installation Guides, Database Administration Guides, System Administrators Guides, Disaster Recovery, and online technical documentation.

Functional Responsibility: Responsible for designing, developing, writing and editing operational, instructional, and maintenance reference materials for paper, multi-media, or web-based publication. Gathers data from users and technical staff, and researches and translates information into manuals and/or web-based documents. Produces materials that conform to company documentation and quality standards, and works with software developers, requirements analysts, testers, and the user community.

Minimum Education: Bachelor’s Degree

Commercial Job Title: **Web Developer**

Minimum/General Experience: Three (3) years of experience in design, development and implementation of intranet/Internet systems. Requires proficiency with established methodologies and state-of-the-art development tools used to construct and support intranet and Internet web-based applications.

Functional Responsibility: Works closely with various groups throughout the company, providing guidance on how to best present new and existing content, proactively working with the content owners to update and enhance their websites and e-marketing campaign elements. Develops web-based applications using full life-cycle development from requirements through testing/debugging and interfaces to other applications.

Minimum Education: Bachelor’s Degree in Computer Science or related discipline