



Client Solution Architects LLC

**General Purpose Commercial
Information Technology Equipment,
Software and Services (IT70)**

*U.S. General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List*

The CSA leadership team is an experienced and results focused team. Having worked together in leading professional services firms prior to CSA, this leadership team has a consistent track record of producing great results. These leaders set the mission, vision, and strategy for CSA, and have a great passion for meeting commitments and creating success for CSA clients.

Contractor:

CLIENT SOLUTION ARCHITECTS LLC
52 Gettysburg Pike
Mechanicsburg, PA
17055-5603
T 717-421-7789
F 717-795-9470

Web-site:

www.csaassociates.com

E-mail:

squagliani@csaassociates.com

Contract Administrator:

Steven Quagliani

Contract Number:
47QTCA18D0003H

Contract Period:
December 11, 2017
through
December 10, 2022

Special Items Numbers:

**132-51 Information
Technology Professional
Services (SUBJECT TO
COOPERATIVE
PURCHASING)**
**132-100 Ancillary Supplies
and/or Services (SUBJECT
TO COOPERATIVE
PURCHASING)**

Business Size:

**Other Than Small
Business**

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

CUSTOMER INFORMATION

- 1a. Awarded Special Item Number:
132-51 – Information Technology Professional Services (SUBJECT TO COOPERATIVE PURCHASING)
132-100 – Ancillary Supplies and/or Services (SUBJECT TO COOPERATIVE PURCHASING)
- 1b. Identification of lowest unit price:
Please refer to Pricing Information Section
- 1c. Hourly rates and corresponding labor Category information:
Please refer to Pricing Information section
2. Maximum Order: *SIN 132-51 - \$500,000; SIN 132-100 - \$150,000*
3. Minimum Order: *\$100.00*
4. Geographic Coverage (delivery only):
Domestic Only
5. Point of Production:
Same as Company Address
6. Discount from list prices or statement Of net price:
Government net prices (discounts already deducted)
See Attachment.
7. Quantity discounts:
1% additional on task orders over \$1,000,000
8. Prompt payment terms:
Net 30 Days
- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold:
Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:
Contact Contractor
10. Foreign items:
None
- 11a. Time of Delivery:
Specified on the Task Order
- 11b. Expedited Delivery:
Contact Contractor
- 11c. Overnight and 2-day delivery:
Contact Contractor
- 11d. Urgent Requirements:
Contact Contractor
12. F.O.B. Points:
Destination
- 13a. Ordering Address:
Same as Company Address
- 13b. Ordering Procedures:
14. Payment Address:
Same as Company Address
15. Warranty Provision:
Contractor's Standard Commercial Warranty
16. Export Packing Charges:
N/A
17. Terms and conditions of Government purchase card acceptance above the micro-purchase level:
Contact Contractor
- 18-24b. Terms and Conditions: *N/A*
25. Data Universal Numbering System (DUNS) number:
13-0196814
26. Notification regarding registration in System for Award Management (SAM) database: *Registered*

CLIENT SOLUTION ARCHITECTS LLC

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LABOR CATEGORY RATES

SIN	LABOR CATEGORY	Client Site/Contractor Site	Base Year - 12/11/2017 - 12/10/2018	Option Year 1 - 12/11/2018 - 12/10/2019	Option Year 2 - 12/11/2019 - 12/10/2020	Option Year 3 - 12/11/2020 - 12/10/2021	Option Year 4 - 12/11/2021 - 12/10/2022
132-51	Account Manager	Client Site	\$ 97.64	\$100.08	\$ 102.58	\$ 105.14	\$ 107.77
132-51	Account Operations Support Manager	Client Site	\$ 97.09	\$ 99.52	\$ 102.01	\$ 104.56	\$ 107.17
132-51	Business Planning Manager	Client Site	\$ 125.40	\$128.54	\$ 131.75	\$ 135.04	\$ 138.42
132-51	Business Planning Specialist	Client Site	\$ 62.30	\$ 63.86	\$ 65.46	\$ 67.10	\$ 68.78
132-51	Business Relations Manager I	Client Site	\$ 85.18	\$ 87.31	\$ 89.49	\$ 91.73	\$ 94.02
132-51	Business Relations Manager II	Client Site	\$ 93.08	\$ 95.41	\$ 97.80	\$ 100.25	\$ 102.76
132-51	Business Services Analyst	Client Site	\$ 77.85	\$ 79.80	\$ 81.80	\$ 83.85	\$ 85.95
132-51	Business Services Analyst - Junior	Client Site	\$ 55.32	\$ 56.70	\$ 58.12	\$ 59.57	\$ 61.06
132-51	Business Services Analyst - Senior	Client Site	\$ 95.34	\$ 97.72	\$ 100.16	\$ 102.66	\$ 105.23
132-51	Business Support Manager	Client Site	\$ 83.31	\$ 85.39	\$ 87.52	\$ 89.71	\$ 91.95
132-51	Communications Engineer	Client Site	\$ 72.80	\$ 74.62	\$ 76.49	\$ 78.40	\$ 80.36
132-51	Communications Engineer - Junior	Client Site	\$ 59.70	\$ 61.19	\$ 62.72	\$ 64.29	\$ 65.90
132-51	Communications Engineer - Senior	Client Site	\$ 83.31	\$ 85.39	\$ 87.52	\$ 89.71	\$ 91.95
132-51	Communications Manager	Client Site	\$ 86.21	\$ 88.37	\$ 90.58	\$ 92.84	\$ 95.16
132-51	Communications Manager II	Client Site	\$ 105.90	\$108.55	\$ 111.26	\$ 114.04	\$ 116.89
132-51	Consultant	Client Site	\$ 97.64	\$100.08	\$ 102.58	\$ 105.14	\$ 107.77
132-51	Consultant - Junior	Client Site	\$ 63.27	\$ 64.85	\$ 66.47	\$ 68.13	\$ 69.83
132-51	Consultant - Senior	Client Site	\$ 117.64	\$120.58	\$ 123.59	\$ 126.68	\$ 129.85
132-51	Consultant Architect	Client Site	\$ 136.55	\$139.96	\$ 143.46	\$ 147.05	\$ 150.73
132-51	Data Analyst	Client Site	\$ 62.74	\$ 64.31	\$ 65.92	\$ 67.57	\$ 69.26
132-51	Data Analyst - Junior	Client Site	\$ 65.06	\$ 66.69	\$ 68.36	\$ 70.07	\$ 71.82
132-51	Data Base Administrator	Client Site	\$ 98.28	\$100.74	\$ 103.26	\$ 105.84	\$ 108.49
132-51	Enterprise Architect/Staff Engineer - Senior	Client Site	\$ 150.65	\$154.42	\$ 158.28	\$ 162.24	\$ 166.30
132-51	Enterprise Consultant	Client Site	\$ 160.34	\$164.35	\$ 168.46	\$ 172.67	\$ 176.99
132-51	Financial Analyst	Client Site	\$ 65.81	\$ 67.46	\$ 69.15	\$ 70.88	\$ 72.65
132-51	Financial Analyst - Junior	Client Site	\$ 52.12	\$ 53.42	\$ 54.76	\$ 56.13	\$ 57.53
132-51	Financial Analyst - Senior	Client Site	\$ 77.11	\$ 79.04	\$ 81.02	\$ 83.05	\$ 85.13
132-51	Financial Analyst Senior	Client Site	\$ 97.64	\$100.08	\$ 102.58	\$ 105.14	\$ 107.77
132-51	Graphic Designer	Client Site	\$ 46.28	\$ 47.44	\$ 48.63	\$ 49.85	\$ 51.10
132-51	Info Systems Auditor	Client Site	\$ 79.59	\$ 81.58	\$ 83.62	\$ 85.71	\$ 87.85
132-51	Information Analyst	Client Site	\$ 75.73	\$ 77.62	\$ 79.56	\$ 81.55	\$ 83.59
132-51	Information Analyst - Junior	Client Site	\$ 57.45	\$ 58.89	\$ 60.36	\$ 61.87	\$ 63.42
132-51	Information Analyst - Senior	Client Site	\$ 93.69	\$ 96.03	\$ 98.43	\$ 100.89	\$ 103.41
132-51	Information Specialist - Senior	Client Site	\$ 111.15	\$113.93	\$ 116.78	\$ 119.70	\$ 122.69
132-51	Infrastructure Analyst	Client Site	\$ 78.57	\$ 80.53	\$ 82.54	\$ 84.60	\$ 86.72
132-51	Infrastructure analyst - Junior	Client Site	\$ 57.45	\$ 58.89	\$ 60.36	\$ 61.87	\$ 63.42
132-51	Infrastructure Analyst - Senior	Client Site	\$ 98.23	\$100.69	\$ 103.21	\$ 105.79	\$ 108.43
132-51	Infrastructure Specialist - Senior	Client Site	\$ 115.54	\$118.43	\$ 121.39	\$ 124.42	\$ 127.53
132-51	Managing Consultant	Client Site	\$ 135.81	\$139.21	\$ 142.69	\$ 146.26	\$ 149.92

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132-51	Network Operations Manager	Client Site	\$ 112.29	\$115.10	\$ 117.98	\$ 120.93	\$ 123.95
132-51	Network Operations Supervisor	Client Site	\$ 91.17	\$ 93.45	\$ 95.79	\$ 98.18	\$ 100.63
132-51	Program Manager	Client Site	\$ 140.94	\$144.46	\$ 148.07	\$ 151.77	\$ 155.56
132-51	Program Manager - Senior	Client Site	\$ 140.94	\$144.46	\$ 148.07	\$ 151.77	\$ 155.56
132-51	Project Analyst/Scheduler	Client Site	\$ 88.50	\$ 90.71	\$ 92.98	\$ 95.30	\$ 97.68
132-51	Project Analyst/Scheduler - Junior	Client Site	\$ 64.87	\$ 66.49	\$ 68.15	\$ 69.85	\$ 71.60
132-51	Project Analyst/Scheduler - Senior	Client Site	\$ 101.14	\$103.67	\$ 106.26	\$ 108.92	\$ 111.64
132-51	Project Manager	Client Site	\$ 113.76	\$116.60	\$ 119.52	\$ 122.51	\$ 125.57
132-51	Project Manager - Senior	Client Site	\$ 125.16	\$128.29	\$ 131.50	\$ 134.79	\$ 138.16
132-51	Quality Assurance Analyst	Client Site	\$ 55.11	\$ 56.49	\$ 57.90	\$ 59.35	\$ 60.83
132-51	Quality Assurance Auditor	Client Site	\$ 63.75	\$ 65.34	\$ 66.97	\$ 68.64	\$ 70.36
132-51	Quality Assurance Manager	Client Site	\$ 85.18	\$ 87.31	\$ 89.49	\$ 91.73	\$ 94.02
132-51	Quality Assurance Specialist	Client Site	\$ 76.37	\$ 78.28	\$ 80.24	\$ 82.25	\$ 84.31
132-51	Quality Assurance Specialist - Senior	Client Site	\$ 79.10	\$ 81.08	\$ 83.11	\$ 85.19	\$ 87.32
132-51	Security Specialist	Client Site	\$ 89.96	\$ 92.21	\$ 94.52	\$ 96.88	\$ 99.30
132-51	Strategic Program Manager	Client Site	\$ 172.97	\$177.29	\$ 181.72	\$ 186.26	\$ 190.92
132-51	Subject Matter Expert	Client Site	\$ 242.67	\$248.74	\$ 254.96	\$ 261.33	\$ 267.86
132-51	Systems Administrator	Client Site	\$ 77.11	\$ 79.04	\$ 81.02	\$ 83.05	\$ 85.13
132-51	Systems Administrator - Junior	Client Site	\$ 62.74	\$ 64.31	\$ 65.92	\$ 67.57	\$ 69.26
132-51	Systems Administrator - Senior	Client Site	\$ 105.16	\$107.79	\$ 110.48	\$ 113.24	\$ 116.07
132-51	Systems Architect/Staff Engineer	Client Site	\$ 128.42	\$131.63	\$ 134.92	\$ 138.29	\$ 141.75
132-51	Technical Delivery Organizational Manager	Client Site	\$ 137.18	\$140.61	\$ 144.13	\$ 147.73	\$ 151.42
132-51	Technical Delivery Strategic Manager	Client Site	\$ 95.34	\$ 97.72	\$ 100.16	\$ 102.66	\$ 105.23
132-51	Technical Delivery Team Manager	Client Site	\$ 111.82	\$114.62	\$ 117.49	\$ 120.43	\$ 123.44
132-51	Technical Writing Specialist	Client Site	\$ 66.04	\$ 67.69	\$ 69.38	\$ 71.11	\$ 72.89
132-51	Telecommunications Analyst	Client Site	\$ 60.17	\$ 61.67	\$ 63.21	\$ 64.79	\$ 66.41
132-51	Telecommunications Analyst - Advanced	Client Site	\$ 83.32	\$ 85.40	\$ 87.54	\$ 89.73	\$ 91.97
132-51	Telecommunications Analyst - Senior	Client Site	\$ 85.61	\$ 87.75	\$ 89.94	\$ 92.19	\$ 94.49
132-100	Administrative Assistant	Client Site	\$ 47.55	\$ 48.74	\$ 49.96	\$ 51.21	\$ 52.49
132-100	Administrative Assistant - Junior	Client Site	\$ 42.18	\$ 43.23	\$ 44.31	\$ 45.42	\$ 46.56
132-100	Administrative Assistant - Senior	Client Site	\$ 59.70	\$ 61.19	\$ 62.72	\$ 64.29	\$ 65.90
132-100	Computer Operator	Client Site	\$ 33.73	\$ 34.57	\$ 35.43	\$ 36.32	\$ 37.23
132-100	Computer Operator – Senior	Client Site	\$ 55.50	\$ 56.89	\$ 58.31	\$ 59.77	\$ 61.26
132-100	Field Service Technician	Client Site	\$ 46.09	\$ 47.24	\$ 48.42	\$ 49.63	\$ 50.87
132-100	General Support Clerk	Client Site	\$ 33.73	\$ 34.57	\$ 35.43	\$ 36.32	\$ 37.23
132-100	Help Desk Coordinator	Client Site	\$ 50.17	\$ 51.42	\$ 52.71	\$ 54.03	\$ 55.38
132-100	Help Desk Coordinator - Junior	Client Site	\$ 42.18	\$ 43.23	\$ 44.31	\$ 45.42	\$ 46.56
132-100	Network Services Technician	Client Site	\$ 55.32	\$ 56.70	\$ 58.12	\$ 59.57	\$ 61.06
132-100	Network Services Technician - Senior	Client Site	\$ 65.81	\$ 67.46	\$ 69.15	\$ 70.88	\$ 72.65
132-100	Telecommunications Technician	Client Site	\$ 51.13	\$ 52.41	\$ 53.72	\$ 55.06	\$ 56.44

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132-51	Account Manager	Company Site	\$ 102.55	\$105.11	\$ 107.74	\$ 110.43	\$ 113.19
132-51	Account Operations Support Manager	Company Site	\$ 101.96	\$104.51	\$ 107.12	\$ 109.80	\$ 112.55
132-51	Business Planning Manager	Company Site	\$ 131.70	\$134.99	\$ 138.36	\$ 141.82	\$ 145.37
132-51	Business Planning Specialist	Company Site	\$ 65.43	\$ 67.07	\$ 68.75	\$ 70.47	\$ 72.23
132-51	Business Relations Manager I	Company Site	\$ 89.47	\$ 91.71	\$ 94.00	\$ 96.35	\$ 98.76
132-51	Business Relations Manager II	Company Site	\$ 97.76	\$100.20	\$ 102.71	\$ 105.28	\$ 107.91
132-51	Business Services Analyst	Company Site	\$ 81.76	\$ 83.80	\$ 85.90	\$ 88.05	\$ 90.25
132-51	Business Services Analyst - Junior	Company Site	\$ 58.11	\$ 59.56	\$ 61.05	\$ 62.58	\$ 64.14
132-51	Business Services Analyst - Senior	Company Site	\$ 100.13	\$102.63	\$ 105.20	\$ 107.83	\$ 110.53
132-51	Business Support Manager	Company Site	\$ 87.50	\$ 89.69	\$ 91.93	\$ 94.23	\$ 96.59
132-51	Communications Engineer	Company Site	\$ 76.46	\$ 78.37	\$ 80.33	\$ 82.34	\$ 84.40
132-51	Communications Engineer - Junior	Company Site	\$ 62.69	\$ 64.26	\$ 65.87	\$ 67.52	\$ 69.21
132-51	Communications Engineer - Senior	Company Site	\$ 87.50	\$ 89.69	\$ 91.93	\$ 94.23	\$ 96.59
132-51	Communications Manager	Company Site	\$ 90.54	\$ 92.80	\$ 95.12	\$ 97.50	\$ 99.94
132-51	Communications Manager II	Company Site	\$ 111.23	\$114.01	\$ 116.86	\$ 119.78	\$ 122.77
132-51	Consultant	Company Site	\$ 102.55	\$105.11	\$ 107.74	\$ 110.43	\$ 113.19
132-51	Consultant - Junior	Company Site	\$ 66.44	\$ 68.10	\$ 69.80	\$ 71.55	\$ 73.34
132-51	Consultant - Senior	Company Site	\$ 123.55	\$126.64	\$ 129.81	\$ 133.06	\$ 136.39
132-51	Consultant Architect	Company Site	\$ 143.41	\$147.00	\$ 150.68	\$ 154.45	\$ 158.31
132-51	Data Analyst	Company Site	\$ 65.90	\$ 67.55	\$ 69.24	\$ 70.97	\$ 72.74
132-51	Data Analyst - Junior	Company Site	\$ 68.33	\$ 70.04	\$ 71.79	\$ 73.58	\$ 75.42
132-51	Data Base Administrator	Company Site	\$ 103.21	\$105.79	\$ 108.43	\$ 111.14	\$ 113.92
132-51	Enterprise Architect/Staff Engineer - Senior	Company Site	\$ 158.22	\$162.18	\$ 166.23	\$ 170.39	\$ 174.65
132-51	Enterprise Consultant	Company Site	\$ 168.42	\$172.63	\$ 176.95	\$ 181.37	\$ 185.90
132-51	Financial Analyst	Company Site	\$ 69.12	\$ 70.85	\$ 72.62	\$ 74.44	\$ 76.30
132-51	Financial Analyst - Junior	Company Site	\$ 54.73	\$ 56.10	\$ 57.50	\$ 58.94	\$ 60.41
132-51	Financial Analyst - Senior	Company Site	\$ 80.99	\$ 83.01	\$ 85.09	\$ 87.22	\$ 89.40

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132-51	Financial Analyst Senior	Company Site	\$ 102.55	\$105.11	\$ 107.74	\$ 110.43	\$ 113.19
132-51	Graphic Designer	Company Site	\$ 48.62	\$ 49.84	\$ 51.09	\$ 52.37	\$ 53.68
132-51	Info Systems Auditor	Company Site	\$ 83.60	\$ 85.69	\$ 87.83	\$ 90.03	\$ 92.28
132-51	Information Analyst	Company Site	\$ 79.55	\$ 81.54	\$ 83.58	\$ 85.67	\$ 87.81
132-51	Information Analyst - Junior	Company Site	\$ 60.34	\$ 61.85	\$ 63.40	\$ 64.99	\$ 66.61
132-51	Information Analyst - Senior	Company Site	\$ 98.40	\$100.86	\$ 103.38	\$ 105.96	\$ 108.61
132-51	Information Specialist - Senior	Company Site	\$ 116.75	\$119.67	\$ 122.66	\$ 125.73	\$ 128.87
132-51	Infrastructure Analyst	Company Site	\$ 82.53	\$ 84.59	\$ 86.70	\$ 88.87	\$ 91.09
132-51	Infrastructure analyst - Junior	Company Site	\$ 60.34	\$ 61.85	\$ 63.40	\$ 64.99	\$ 66.61
132-51	Infrastructure Analyst - Senior	Company Site	\$ 103.17	\$105.75	\$ 108.39	\$ 111.10	\$ 113.88
132-51	Infrastructure Specialist - Senior	Company Site	\$ 121.34	\$124.37	\$ 127.48	\$ 130.67	\$ 133.94
132-51	Managing Consultant	Company Site	\$ 142.64	\$146.21	\$ 149.87	\$ 153.62	\$ 157.46
132-51	Network Operations Manager	Company Site	\$ 117.94	\$120.89	\$ 123.91	\$ 127.01	\$ 130.19
132-51	Network Operations Supervisor	Company Site	\$ 95.75	\$ 98.14	\$ 100.59	\$ 103.10	\$ 105.68
132-51	Program Manager	Company Site	\$ 148.03	\$151.73	\$ 155.52	\$ 159.41	\$ 163.40
132-51	Program Manager - Senior	Company Site	\$ 148.03	\$151.73	\$ 155.52	\$ 159.41	\$ 163.40
132-51	Project Analyst/Scheduler	Company Site	\$ 92.95	\$ 95.27	\$ 97.65	\$ 100.09	\$ 102.59
132-51	Project Analyst/Scheduler - Junior	Company Site	\$ 68.13	\$ 69.83	\$ 71.58	\$ 73.37	\$ 75.20
132-51	Project Analyst/Scheduler - Senior	Company Site	\$ 106.23	\$108.89	\$ 111.61	\$ 114.40	\$ 117.26
132-51	Project Manager	Company Site	\$ 119.49	\$122.48	\$ 125.54	\$ 128.68	\$ 131.90
132-51	Project Manager - Senior	Company Site	\$ 131.45	\$134.74	\$ 138.11	\$ 141.56	\$ 145.10
132-51	Quality Assurance Analyst	Company Site	\$ 57.89	\$ 59.34	\$ 60.82	\$ 62.34	\$ 63.90
132-51	Quality Assurance Auditor	Company Site	\$ 66.95	\$ 68.62	\$ 70.34	\$ 72.10	\$ 73.90
132-51	Quality Assurance Manager	Company Site	\$ 89.47	\$ 91.71	\$ 94.00	\$ 96.35	\$ 98.76
132-51	Quality Assurance Specialist	Company Site	\$ 80.20	\$ 82.21	\$ 84.27	\$ 86.38	\$ 88.54
132-51	Quality Assurance Specialist-Senior	Company Site	\$ 83.08	\$ 85.16	\$ 87.29	\$ 89.47	\$ 91.71
132-51	Security Specialist	Company Site	\$ 94.49	\$ 96.85	\$ 99.27	\$ 101.75	\$ 104.29

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132-51	Strategic Program Manager	Company Site	\$ 181.67	\$186.21	\$ 190.87	\$ 195.64	\$ 200.53
132-51	Subject Matter Expert	Company Site	\$ 254.89	\$261.26	\$ 267.79	\$ 274.48	\$ 281.34
132-51	Systems Administrator	Company Site	\$ 80.99	\$ 83.01	\$ 85.09	\$ 87.22	\$ 89.40
132-51	Systems Administrator - Junior	Company Site	\$ 65.90	\$ 67.55	\$ 69.24	\$ 70.97	\$ 72.74
132-51	Systems Administrator - Senior	Company Site	\$ 110.44	\$113.20	\$ 116.03	\$ 118.93	\$ 121.90
132-51	Systems Architect/Staff Engineer	Company Site	\$ 134.88	\$138.25	\$ 141.71	\$ 145.25	\$ 148.88
132-51	Technical Delivery Organizational Manager	Company Site	\$ 144.08	\$147.68	\$ 151.37	\$ 155.15	\$ 159.03
132-51	Technical Delivery Strategic Manager	Company Site	\$ 100.13	\$102.63	\$ 105.20	\$ 107.83	\$ 110.53
132-51	Technical Delivery Team Manager	Company Site	\$ 117.44	\$120.38	\$ 123.39	\$ 126.47	\$ 129.63
132-51	Technical Writing Specialist	Company Site	\$ 69.37	\$ 71.10	\$ 72.88	\$ 74.70	\$ 76.57
132-51	Telecommunications Analyst	Company Site	\$ 63.20	\$ 64.78	\$ 66.40	\$ 68.06	\$ 69.76
132-51	Telecommunications Analyst - Advanced	Company Site	\$ 87.52	\$ 89.71	\$ 91.95	\$ 94.25	\$ 96.61
132-51	Telecommunications Analyst - Senior	Company Site	\$ 89.92	\$ 92.17	\$ 94.47	\$ 96.83	\$ 99.25
132-100	Administrative Assistant	Company Site	\$ 49.95	\$ 51.20	\$ 52.48	\$ 53.79	\$ 55.13
132-100	Administrative Assistant - Junior	Company Site	\$ 44.30	\$ 45.41	\$ 46.55	\$ 47.71	\$ 48.90
132-100	Administrative Assistant - Senior	Company Site	\$ 62.69	\$ 64.26	\$ 65.87	\$ 67.52	\$ 69.21
132-100	Computer Operator	Company Site	\$ 35.43	\$ 36.32	\$ 37.23	\$ 38.16	\$ 39.11
132-100	Computer Operator – Senior	Company Site	\$ 58.30	\$ 59.76	\$ 61.25	\$ 62.78	\$ 64.35
132-100	Field Service Technician	Company Site	\$ 48.41	\$ 49.62	\$ 50.86	\$ 52.13	\$ 53.43
132-100	General Support Clerk	Company Site	\$ 35.43	\$ 36.32	\$ 37.23	\$ 38.16	\$ 39.11
132-100	Help Desk Coordinator	Company Site	\$ 52.70	\$ 54.02	\$ 55.37	\$ 56.75	\$ 58.17
132-100	Help Desk Coordinator - Junior	Company Site	\$ 44.30	\$ 45.41	\$ 46.55	\$ 47.71	\$ 48.90
132-100	Network Services Technician	Company Site	\$ 58.11	\$ 59.56	\$ 61.05	\$ 62.58	\$ 64.14
132-100	Network Services Technician - Senior	Company Site	\$ 69.12	\$ 70.85	\$ 72.62	\$ 74.44	\$ 76.30
132-100	Telecommunications Technician	Company Site	\$ 53.71	\$ 55.05	\$ 56.43	\$ 57.84	\$ 59.29

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132-51 and 132-100 Labor Categories and Qualifications

LABOR CATEGORY DESCRIPTION	FUNCTIONAL RESPONSIBILITIES	EDUCATION AND EXPERIENCE. SEE EQUIVELANTS AT THE END OF THE DESCRIPTIONS
Account Manager	<p>Plans and oversees the delivery of contracted services according to contract terms, as well as the customer's satisfaction with those services. Establishes and sustains business relationships between the contractor and the customer's management team. Leads the account team in identifying and delivering value to the customer. Manages and coordinates resources, satisfying contract terms and securing customer satisfaction.</p> <p>Responsible for revenue, growth, productivity and profit of the contract. Accountable for the contribution of the contract. Expands the range of services offered to the customer, increasing the depth and breadth of service offerings employed in the customer's functional operation. Advises the customer on contract's technology strategy including architecture, integration, selection and operation with the goal of improving the success of the customer's business operation.</p>	<p>Bachelor's Degree and 10 years of experience, OR High School Diploma and 15 years of experience, OR Master's Degree and 3 years of experience.</p>
Account Operations Support Manager	<p>Responsible for assisting the account manager by planning, directing, and coordinating the total operations of the account. Monitors daily operations to ensure contract requirements are met. Monitors major situations affecting service to the customer and ensures all aspects of customer satisfaction. Responsible for short-term and long-term planning as well as P&L and operating budget preparation. Usually performs these responsibilities at CSA office.</p>	<p>Bachelor's Degree and 8 years of experience, OR High School Diploma and 13 years of experience, OR Master's Degree and 1 year of experience.</p>
Administrative Assistant	<p>With minimal direction, responsible for providing analytical and specialized administrative support functions. Works with outside departments to resolve problems of a confidential nature such as compensation, benefits, and financial reporting. Coordinates special projects by analyzing project, determining approach, compiling/analyzing data and preparing report/recommendation using PC skills, knowledge of administrative systems, and understanding of policies and procedures. Responsible for choosing administrative procedures and methods and work priorities. Plans and coordinates meetings, conferences, and employee functions. May direct and coordinate other administrative personnel.</p>	<p>High School Diploma and 4 years of experience OR Bachelor's Degree and 2 years of experience.</p>
Administrative Assistant - Junior	<p>With only general direction, responsible for providing analytical and specialized administrative support functions. Works with other departments to resolve problems of a confidential nature such as compensation, benefits, and financial reporting. Coordinates projects by analyzing project, determining approach, compiling/analyzing data and preparing report/recommendation using PC skills, knowledge of administrative systems, and understanding of policies and procedures. Plans and coordinates meetings, conferences, and employee functions.</p>	<p>High School Diploma and 6 months of experience OR Bachelor's Degree and 0 years of experience.</p>

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132-51 and 132-100 Labor Categories and Qualifications

<p>Administrative Assistant - Senior</p>	<p>With minimal direction, responsible for providing analytical and specialized administrative support functions. Works with outside departments to resolve problems of a confidential nature such as compensation, benefits, and financial reporting. Coordinates special projects by analyzing project, determining approach, compiling/analyzing data and preparing report/recommendation using PC skills, knowledge of administrative systems, and understanding of policies and procedures. Responsible for choosing administrative procedures and methods and work priorities. Plans and coordinates meetings, conferences, and employee functions. May direct and coordinate other administrative personnel.</p>	<p>High School Diploma and 10 years of experience, OR Bachelor's Degree and 4-8 years of experience, OR Master's Degree and 0-3 years of experience.</p>
<p>Business Planning Manager</p>	<p>Assists corporate or customer business units in planning, directing, and coordinating the development of strategic business plans. Directs managers and/or employees in identifying and analyzing systems, product, or operational alternatives. Presents planning alternatives to management and/or customers and participates in the decision making process. Supports plans by identifying resources, communicating objectives, implementing plans, monitoring plan adherence or reviewing results.</p>	<p>Bachelor's Degree and 5-8 years of experience, OR High School Diploma and 11-14 years of experience, OR Master's Degree and 0-1 years of experience.</p>
<p>Business Planning Specialist</p>	<p>With minimal direction, responsible for supporting the strategic planning process of a corporate or customer business unit. Interfaces with customer management on strategic business objectives and planning needs. Facilitates the development of system, product, or operational plans by researching and documenting alternatives. Evaluates alternatives to determine whether customer business unit objectives will be met. Presents findings to management and/or customers. Supports management efforts to communicate, implement or review the effectiveness of strategic plans.</p>	<p>Bachelor's Degree and typically 2-5 years of experience, OR High School Diploma and 7-10 years of experience, OR Master's Degree and no experience.</p>
<p>Business Relations Manager I</p>	<p>Plans, directs, and coordinates small, short term business relations activities to develop user requirements and implement business systems that meet customer needs. Ensures that business solutions are achieved and stay consistent with department objectives, customer requirements and corporate goals. Advises staff on priorities, technical problems and administrative policies and procedures. Reviews and evaluates the definition, analysis and testing of business systems. Reviews tasks and project status to ensure accurate, timely and cost-effective completion. Provides guidance and support during the decision process between customer and internal support groups. Education and Experience Required: Bachelor's Degree and 8 years of experience.</p>	<p>Bachelor's Degree and 8 years of experience.</p>
<p>Business Relations Manager II</p>	<p>Plans, directs, and coordinates business relations activities to develop user requirements and implement business systems to meet customer needs. Ensures that business solutions are achieved and consistent with department objectives, customer requirements and corporate goals. Advises staff on priorities, technical problems and administrative policies and procedures. Reviews and evaluates the definition, analysis and testing of business systems. Reviews tasks and project status to ensure accurate, timely and cost-effective completion. Provides guidance and support throughout the decision process between customer and internal support groups.</p>	<p>Bachelor's Degree and 10 years of experience.</p>

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Business Services Analyst	Under minimal direction, creates and defines systems scope and objectives based on both user needs and an understanding of information technology, business processes, and industry requirements. Applies extensive knowledge of the customer's business and industry to develop project specifications. Analyzes business and user needs, documents requirements in order to translate into proper system requirements specifications. Advises on how to improve business processes. Coordinates and participates in proposals, feasibility studies, implementations, and new business development. Considers the business implications of the application of technology to the current and future business environment. May lead the training of customers and peers.	Bachelor's Degree and 3-5 years of experience, OR High School Diploma and 8-10 years of experience, OR Master's Degree and no experience.
Business Services Analyst - Junior	Under general direction, plans and defines systems scope and objectives using information technology and industry knowledge/requirements. Acts as a liaison between customer and technical solutions/support groups to identify business processes, systems, and product requirements. Researches, identifies and develops solutions to problems. Analyzes business and user needs, and documents customer specifications. Supports the business cycle including proposals, feasibility studies, and implementations. Considers the business implications of the application of technology to the current business environment.	Bachelor's Degree and 0-2 years of experience, OR High School Diploma and 5-7 years of experience.
Business Services Analyst - Senior	Influences the strategic direction of the customer. Applies industry specific expertise to recommend and coordinate the development, enhancement, and maintenance of a customer's business systems, processes, and products. Combines industry expertise with information technology to develop innovative business solutions. Leads teams on large projects, studies, and implementations. Leads business studies and presents study results to customer senior management. Leverages industry knowledge and customer relationships. Promotes and manages process improvement activities and training of peers and customers.	Bachelor's Degree and 5-8 years of experience, OR High School Diploma and 10-13 years of experience, OR Master's Degree and 0-1 years of experience.
Business Support Manager	Establishes computer operation priorities, recommends standard policies and enhances procedures for providing routine and quality service. Serves as a business and technical consultant on cost management, workload trending analysis and product planning and development. Maintains contact with user groups, management services and data processing services to balance needs and obtain the best results for the account and IPC. Provides technical operation support on all account related proposals. Participates as a key member in final decisions made in the technical arena that may impact the account served.	Bachelor's Degree and 5-8 years of experience, OR High School Diploma and 10-12 years of experience, OR Master's Degree and 0-1 years of experience.

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<p>Communications Engineer</p>	<p>Under minimal direction, plans, investigates, designs, and implements physical and logical communication networks impacting multiple sites. Works with the end customer and vendors to define, analyze, and provide solutions for the customer's voice, data, and image communications requirements. Researches and provides recommendations for the incorporation of current regulatory climates, trends, and issues in communications projects. Prepares work-prints and schematics to define and illustrate multiple-site network designs and solutions. Applies digital encoding formats, line codes, and timing techniques to design circuit paths and transmission logic for the transmission of voice data and images within a multiple network environment. Uses design tools to evaluate projected network usage and produce media, technical, and cost solutions for multiple-site networks. Participates in marketing proposals and studies by providing costing models, reports, and technical solutions for multiple-site network projects. Chooses and configures hardware and software for multiple-site networks. Plans, designs, and implements network management systems to monitor, diagnose, control, and measure performance of communications networks that impact multiple sites. Uses and recommends changes to network administrative systems to ensure accurate network inventory and timely implementation.</p>	<p>Bachelor's Degree with 2-5 years of experience or equivalent work experience OR OR Master's Degree and no experience.</p>
<p>Communications Engineer - Junior</p>	<p>Under general direction, plans, investigates, designs, and implements physical and logical communications networks that impact individual sites. Works with the end customer and vendors to analyze needs and provide solutions for the customer's voice data, and image communications requirements. Prepares work prints and schematics to define and illustrate network designs and solutions. Designs circuit paths and transmission logic for the transmission of voice and data within a single network environment. Projects and evaluates network usage to recommend media solutions for the transport and receipt of voice, data, and image communications. Contributes to studies by providing costing models, reports, and technical solutions. Recommends and configures hardware and software solutions for individual site changes and additions. Assists in the planning, design, and implementation of network management systems to monitor, diagnose, control, and measure performance of communications networks that impact individual sites. Uses and supports network administrative systems to ensure accurate network inventory and timely implementations.</p>	<p>Bachelor's Degree and 0-2 years of relevant experience</p>

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Communications Engineer - Senior	<p>With minimal direction, provides technical leadership during the planning, investigation, design, and implementation of physical and logical communication solutions that have a network-wide impact. Provides solutions that include integration of digital encoding formats, line codes, and timing concepts across engineering disciplines and environments. Advises the end customer and vendors on defining, analyzing, and providing solutions for the customer's voice, data, and image communications requirements. Prepares complex work prints and schematics to define and illustrate entire network structures and solutions. Identifies and recommends new design tools for use in communications projects. Evaluates projected corporate network usage and provides and implements media solutions. Participates in studies by providing costing models, reports, and technical solutions for network-wide projects. Identifies product modifications and consults with vendors on incorporating these changes into their products. Plans, designs, and implements network management systems to monitor, diagnose, control, and measure performance of multiple communication networks.</p> <p>Identifies, analyzes, and recommends new network administrative systems for entire networks to ensure accurate network inventory and timely implementation.</p>	Bachelor's Degree and typically 5-8 years of experience, OR High School Diploma and 10-12 years of experience, OR Master's Degree and 0-1 years of experience.
Communications Manager	<p>Plans, directs, and coordinates the design, installation and maintenance of small or simple communications networks. Ensures quality of voice, data, and video/audio systems operations. Monitors project status and drives timeliness and quality of results. Participates in planning and marketing products, equipment, and services. Advises staff on new industry of product issues, technical problems, priorities, and methods. Ensures customer satisfaction by managing the resolution or circumvention of hardware, software, and/or circuit problems and by ensuring design utilization of the network to provide cost effective performance. Develops new policies and procedures and ensures adherence to safety standards.</p>	Bachelor's Degree and typically 5-8 years of experience, OR High School Diploma and 10-12 years of experience, OR Master's Degree and 0-1 years of experience.
Communications Manager II	<p>Plans, directs, and coordinates the design, installation and maintenance of communications networks. Ensures quality of voice, data, and video/audio systems operations. Monitors project status and ensures the timeliness and quality of results. Participates in the planning and marketing of products, equipment, and services. Advises staff on new industry of product issues, technical problems, priorities, and methods. Ensures customer satisfaction by resolving or circumventing hardware, software, and/or circuit problems and by directing design utilization of the network to provide cost effective performance. Develops new policies and procedures and ensures adherence to safety standards.</p>	Bachelor's Degree and typically 8 years of experience.

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<p>Computer Operator – Senior</p>	<p>Under general supervision, functions as a computer operator and has performed the duties of three or more operations disciplines. Operations disciplines include: scheduling/production control, resource/systems management, interactive operations, network operations, operations assistance center, etc. Scheduling/production control includes responsibility for production cycle set-up and maintenance. Monitors and processes production cycles within pre-determined deadlines. Documents and resolves processing problems. Resource/systems management duties include using appropriate tools in monitoring and controlling system performance. Diagnoses and documents hardware problems and coordinates problem resolution with vendors and support groups. Performs systems IPLS and executes scheduled maintenance and changes. Interactive operations supports, monitors, and reports on on-line application systems and availability. Responsible for bringing inter-active regions up/down at scheduled times, opening and closing files, customer interaction, problem determination, status and escalation. Network operations maintains maximum network availability by monitoring and controlling network resources. Diagnoses logical problems affecting network performance. Responsible for performing supportive actions such as starting/ stopping lines and varying terminals, customer interaction, initial problem resolution and vendor interaction. Operations assistance center responsibilities include first level problem resolution, customer interaction, initial point of entry into site for problems and information. Documents problem calls and escalates problems to appropriate support group. May provide guidance to less experienced operators and handle project coordination.</p>	<p>High School Diploma and at least 8+ years of relevant work experience, OR Bachelor’s degree with 5-8 years of experience, OR Master’s Degree and 0-1 years of experience.</p>
<p>Enterprise Consultant</p>	<p>Acts independently and advises on or manages the solution development for large, complex engagements. Demonstrates expertise in integrating multiple diverse processes and systems within a single engagement. Understands customer requirements and advises product team on highly specialized, complex solution architecture and implementation. Advises managing consultants on complex, technical issues or leads a complex portion of projects. Delivers presentations to executive levels of the client organization. Contributes to creation of intellectual capital for the service line or practice. Provides leadership on the development of new offerings. Acts as a leading authority on multiple service offerings and possesses a deep knowledge of all practices.</p>	<p>Bachelor’s Degree and 8 years of experience, OR High School Diploma and 13 years of experience, OR Master’s Degree and 5 years of experience.</p>
<p>Computer Operator</p>	<p>With direct supervision, responsible for monitoring, controlling and/or setting-up computer resources in accordance with established procedures within a processing site. Monitors performance of networks utilizing software tools. May perform network emergency corrective and preventive maintenance. Ensures timeliness and quality of product/service being delivered. May solve technical and/or customer problems within scope of defined standards. Interfaces with customers and/or business support groups and escalates issues to appropriate support groups. Creates and maintains documentation.</p>	<p>High School Diploma and 6 months of experience or Bachelor’s Degree and 0 years of experience.</p>

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Consultant	With minimal direction, designs, develops and implements specialized solutions to meet the client's needs. Analyzes data and recommends solutions as a specialized member of the project team. Assists in planning specific phases of the project and delivering the results to the client. Develops and assists in making informal presentations to client teams. Assists with the development of service offerings. Applies knowledge in area of specialization and acquires experience in related specializations.	Bachelor's Degree and 2-5 years of experience, OR High School Diploma and 5+ years of experience
Consultant - Junior	Under general direction, assists in development and implementation of solutions that meet the client's needs. Provides research and data analysis support on. Documents and summarizes research results. Gains experience and knowledge of a specific service offering and the related tools and methodologies. May contribute to the development of service offerings and provide business support.	Bachelor's Degree and 0-2 year of experience, OR High School Diploma and 0-5 years of experience.
Consultant - Senior	With broad direction, acts as a technical or project lead. Leads the design, development and implementation of solutions to meet the client's needs. Oversees project teams and their day-to-day activities. Applies business skills and methodologies to interpret data and deliver solutions. Has a deep understanding of a service line and a broad knowledge of all service offerings within a practice area. Develops and delivers informal presentations to project team and client management. Identifies and assists with development of service offerings. Utilizes knowledge of and experience in multiple specializations.	Bachelor's Degree and 5-8 years of relevant professional experience, OR High School Diploma and 10-12 years of experience, OR Master's Degree and 0-1 years of experience.
Consultant Architect	Advises or leads the design and development of a highly specialized solutions. These solutions may cover but are not limited to: information security, privacy, and information assurance scope. Applies expert business skills and methodologies to deliver complex solutions. Advises managing consultants on technical issues. Develops and delivers presentations to project team and client leadership. Provides leadership in the development of new services offerings. Contributes to the creation of intellectual capital for the service offering or service line. Acts as a leading authority on at least one service offering and has a deep working knowledge of others. Must have a broad knowledge of all practices.	Bachelor's Degree and 8 years of experience or Master's Degree and 5 years of experience.
Managing Consultant	Under general direction, manages day-to-day project activities. Leads project teams comprised of personnel from CSA, client organization, and/or third-party supplier organizations. Applies business skills and methodologies to lead a team in the implementation of solutions. Manages the project by establishing the requirements, balancing the project budget, and delivering results to the client. Ensures client satisfaction and overall quality of services delivered. Develops and delivers presentations to project teams and client management. Identifies sales growth opportunities and provides knowledge during the development of cost models, risk management and solutions design. Provides market and client insight to assist in identifying new service offerings. Exhibits depth and breadth of knowledge of all service offerings within a practice area.	Bachelor's Degree and 8 years of experience, OR High School Diploma and 13 years of experience, OR Master's Degree and 5 years of experience.

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Data Analyst	Under general direction, verifies and maintains accurate data in the master and control files of a data base in a user environment. Identifies, researches and analyzes data errors or inconsistencies in a data base system. Determines appropriate corrective actions. May discuss problems and solutions with data base users. Updates master and control files as necessary. Generates and reviews system reports. Responds to requests for reports or information. Maintains documentation on system files and reports. May recommend data base improvements or coordinate system modifications with the appropriate personnel.	Bachelor's Degree and 3-5 years of experience, OR High School Diploma and 8-10 years of experience.
Data Analyst - Junior	Under general direction, verifies and maintains accurate data in the master and control files of a data base in a user environment. Identifies, researches and analyzes data errors or inconsistencies in a data base system. Determines appropriate corrective actions. May discuss problems and solutions with data base users. Updates master and control files as necessary. Generates and reviews system reports. Responds to requests for reports or information. Maintains documentation on system files and reports. May recommend data base improvements or coordinate system modifications with the appropriate personnel.	Bachelor's Degree and 0-2 years of experience, OR High School Diploma and 5-7 years of experience.
Data Base Administrator	With minimal direction, responsible for the design and integrity of data base structures in a multi-user environment. Develops and enforces data base standards and procedures. Analyzes data and process requirements. Leads or participates in logical and physical data base design. Reviews system and programming designs to ensure efficient use of data base resources. Maintains control programs required for accessing a data base. Interfaces with operations data base support group on production problems and data base management issues. Monitors data base performance statistics and recommends improvements. Advises systems engineers and updates management on data base concepts and techniques. Researches new data base technologies.	Bachelor's Degree and 2-5 years of experience, OR High School Diploma and 7-10 years of experience.
Enterprise Architect/Staff Engineer - Senior	Acts independently to provide business and/or technical information technology consulting support to customer enterprises. Works with executives within CSA and the customer organization to formulate enterprise-wide business and/or technical information technology product and/or service strategies. Develops and applies consulting methodologies, business models and organizational behavior models to conceptualize methods to apply business and/or technical information technology products and services as strategic assets. Applies extensive industry and enterprise knowledge to identify and recommend integrated solutions, products and services to support the enterprise's business goals or technical needs. Provides recommendations and guidance in the design, development, implementation and management of products and solutions. Researches and recommends emerging technologies, techniques and tools. Assists with the application of new technologies to current customer environments. Conceptualizes and proposes new and add-on opportunities for the customer. Supports and participates in the development of CSA's technology policy, methodologies, models, techniques and strategies. Develops and delivers executive presentations to customers and CSA management. Serves as a mentor/coach for selected specialty areas.	Bachelor's Degree and 8 years of experience, OR High School Diploma and 13 years of experience, OR Master's Degree and 0-1 years of experience.

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<p>Field Service Technician</p>	<p>With direct supervision, performs onsite installation and preventative maintenance of equipment/electronic devices. Performs diagnostics and analysis on equipment/electronic devices. Performs periodic and corrective maintenance on installed equipment and responds to service calls based on priority. Modifies or updates equipment when necessary. Ensures accurate inventory of equipment, parts and materials. Maintains records and paperwork. Works with customer to ensure satisfaction. May develop schedules and provide technical assistance on the repair of equipment/electronic devices. Education and Experience Required: High School Diploma and 2 years of relevant working experience, OR Bachelor's degree and no years of experience.</p>	<p>High School Diploma and 2 years of relevant working experience, OR Bachelor's degree and no years of experience.</p>
<p>Financial Analyst</p>	<p>Under general direction, performs complex financial analysis in support of SU objectives. Develops, analyzes and implements financial concepts for financial planning and control. Determines methods and tools used to prepare forecasts, budgets, operating statistics and financial analysis for business proposals. Leads analysis of financial results, trends, and variances. Identifies and resolves complex business problems through financial analysis, such as lease-versus-purchase analysis, capital appropriations analysis, or discounted cash flow analysis. Provides financial expertise for business decisions by analyzing rates of return, depreciation, capital appropriations requirements, investment opportunities, investment performance, due diligence, and governmental requirements. Prepares reports on findings and makes recommendations to financial, SU, or customer management. Uses advanced and modified financial models, CSA financial systems, and PC software to complete tasks and automate work.</p>	<p>Bachelor's Degree and typically 2-5 years of experience, OR High School Diploma and 7-10 years of experience.</p>
<p>Financial Analyst - Junior</p>	<p>Under general direction, performs financial analysis using standard procedures in support of SU objectives. Analyzes and implements financial concepts for financial planning and control. Uses standard practices to prepare forecasts, budgets, operating statistics and financial analysis for business proposals; analyzes financial results, trends, and variances. Identifies and resolves business problems through financial analysis, such as lease-versus-purchase analysis, capital appropriations analysis, or discounted cash flow analysis. Provides input to business decisions by calculating rates of return and depreciation and researching capital appropriations requirements, investment opportunities, investment performance, due diligence, and governmental requirements. Prepares reports on findings and makes recommendations to financial management. Uses standard financial models, CSA financial systems, and PC software to complete tasks and automate work.</p>	<p>Bachelor's Degree and 0-2 years' experience, OR High School Diploma and 5-7 years of experience.</p>

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<p>Financial Analyst - Senior</p>	<p>With minimal direction, performs complex financial analysis in support of SU and corporate objectives. Leads development, interpretation and implementation of financial concepts for financial planning and control. Reviews and analyzes the effects of current financial practices, policies, and procedures on the strategic unit's financial position. Recommends changes in financial analysis methodology to streamline project activities and improve productivity. Leads preparation of forecasts, budgets, operating statistics and financial analysis for business proposals, driving methods and timelines. Recognizes and solves complex business problems through financial analysis, such as lease-versus-purchase analysis, capital appropriations analysis, or discounted cash flow analysis. Provides comprehensive financial expertise for business decisions by analyzing rates of return, depreciation, capital appropriations requirements, investment opportunities, investment performance, due diligence, and governmental requirements. Performs financial and statistical analysis for special projects such as acquisitions and joint ventures. Uses and creates advanced financial models; uses CSA financial systems and PC software to complete tasks and automate work. Education and Experience Required: Bachelor's Degree and 5-8 years of experience, OR High School Diploma and 10-12 years of experience, OR Master's Degree and 0-1 years of experience</p>	<p>Bachelor's Degree and 5-8 years of experience, OR High School Diploma and 10-12 years of experience, OR Master's Degree and 0-1 years of experience</p>
<p>Financial Analyst Senior</p>	<p>Influences current financial practices, policies and procedures. Identifies changes in methodology for financial analysis to streamline project activities and improve productivity. Manages preparation of forecasts, budgets, operating statistics, and financial analysis for business proposals, determining methods and time lines. Identifies and resolves complex business problems through financial analyses. Provides extensive financial expertise for business decisions by analyzing rates of return, depreciation, capital appropriations requirements, investment opportunities, investment performance, due diligence, and governmental requirements. Leads financial and statistical analysis for special projects. Influences the design of financial models, CSA financial systems and PC software for the corporation. Acts independently to determine methods and procedures on new assignments and may supervise lower level personnel.</p>	<p>Bachelor's Degree and 5-8 years of experience, OR High School Diploma and 10-12 years of experience, OR Master's Degree and 0-1 years of experience</p>
<p>General Support Clerk</p>	<p>Under direct supervision, performs routine office or clerical duties. Proofreads records and documents. Sorts and files records, reports and documentation and retrieves information from files upon request. Makes copies and collates, and staples documents. Types correspondence or reports utilizing word processor or electronic mail. Addresses envelopes by machine or by hand. Sorts and distributes mail. Answers telephones and directs calls to destination or takes messages.</p>	<p>High School Diploma and 6 months of relevant experience, or Bachelor's Degree and no experience.</p>
<p>Graphic Designer</p>	<p>Under general direction designs brochures, advertisements and specialty applications. Leads creative sessions with customer, writers and internal staff to determine project requirements. Develops creative concepts and communicates direction to the graphic artist to produce thumbnail sketches and comprehensive layouts. Prepares job estimates and production calendars. Produces camera ready boards, provides art direction during photo shoot and interfaces with photographer to select finished photographs. Interfaces with outside printer during the production process and reviews work for quality.</p>	<p>Bachelor's Degree and 0-2 years' experience, OR High School Diploma and 5-7 years of experience.</p>

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Help Desk Coordinator	Under direct supervision, responsible for ensuring a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Requires experience and understanding of MIS environment. Is able to resolve less complex problems immediately, while more complex problems are escalated for resolution. Typically involves use of problem management database and help desk system. May provide guidance/training for less experience personnel.	High School Diploma and 3 years of relevant experience, OR Bachelor's Degree with 0-2 years of experience.
Help Desk Coordinator - Junior	Under direct supervision, provides customer assistance with routine inquiries and problems such as software, hardware and network operations. Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are escalated to second level support, senior operator or supervisor. May involve use of problem management database and help desk systems.	High School Diploma and 0-2 years of relevant experience, OR Bachelor's Degree and no experience.
Info Systems Auditor	With minimal direction, performs audits and reviews of computer equipment and software. Analyzes complex audit findings and presents analysis to audit and account management. Identifies integrity exposures and internal control weaknesses in various operating systems, software, subsystems, exits, and interface routines and makes recommendations for corrective action to IPC and system support management. Determines appropriate level of information access and library control and escalates concerns to audit team management.	Bachelor's Degree and 2-5 years of experience, OR High School Diploma and 7-10 years of experience.
Information Analyst	Under general direction, conceptualizes, designs, constructs, tests, and implements portions of business and technical information technology solutions through application of software development life cycle methodology. Engages with the customer to gain an understanding of the business environment, technical context and organizational strategic direction. Defines scope, plans and deliverables for assigned projects. Collects, identifies, defines, and organizes detailed user and information technology requirements. Coordinates and collaborates with others in analyzing collected requirements to ensure plans and identified solutions meet customer needs and expectations. Confirms and prioritizes project plans and deliverables with the customer. Participates in business and technical information technology solution implementations, upgrades, enhancements, and conversions. Understands and utilizes tools to analyze, identify and resolve business and/or technical problems. Applies metrics to monitor performance and measure key project criteria. Prepares system documentation. Establishes and maintains security, integrity and business continuity controls and documents. Participates in special studies. Stays current on emerging tools, techniques, and technologies.	Bachelor's Degree and 2-5 years of experience, OR High School Diploma and 7-10 years of experience.

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<p>Information Analyst - Junior</p>	<p>Under general direction, constructs, tests, and implements portions of business and technical information technology solutions through application of software development life cycle methodology. Researches business environment and technical context. Defines scope, plans, and deliverables for basic projects. Collects detailed user and information technology requirements. Collaborates to analyze collected requirements, translate into business and technical information technology solutions, and to ensure that identified solutions meet customer needs and expectations. Investigates and resolves problems on selected software products and standard systems. Learns to apply appropriate tools to analyze, identify, and resolve technical problems. Participates in standard business and information technology solution implementations, upgrades, enhancements, and conversions. Prepares system documentation. Maintains security, integrity, and business continuity controls and documents.</p>	<p>Bachelor’s Degree and 0-2 years of experience, OR High School Diploma and 7-10 years of experience.</p>
<p>Information Analyst - Senior</p>	<p>With broad direction, applies specialized knowledge in a single discipline such as assembly/integration, cross-discipline functions, data engineering, industry expertise, knowledge engineering or legacy evolution. Applies specialization to conceptualize, design, construct, test and implement portions of business and technical information technology solutions through application of software development life cycle methodology. Engages with the customer to gain an understanding of the business environment, technical context and organizational strategic direction. Defines scope, plans and deliverables for assigned projects. Collects, identifies, defines and organizes detailed user and information technology requirements. Coordinates and collaborates with others in analyzing collected requirements to ensure plans and identified solutions meet customer needs and expectations. Confirms and prioritizes project plans and deliverables with the customer. Participates in business and technical information technology solution implementations, upgrades, enhancement and conversions. Understands and uses appropriate tools to analyze, identify and resolve business and or technical problems. Applies metrics to monitor performance and measure key project criteria. Prepares system documentation. Establishes and maintains security, integrity and business continuity controls and documents. Participates in special studies. Stays current on emerging tools, techniques and technologies. Assists information engineers in coding, testing, implementation and documentation projects. Education and Experience Required: Bachelor’s Degree and 5-8 years of experience, OR High School Diploma and 10-13 years of experience, OR Master’s Degree and 0-1 years of experience.</p>	<p>Bachelor’s Degree and 5-8 years of experience, OR High School Diploma and 10-13 years of experience, OR Master’s Degree and 0-1 years of experience.</p>

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<p>Information Specialist - Senior</p>	<p>Under minimal direction, functions in advanced specialty disciplines such as but not limited to information security, privacy, and information assurance, assembly/integration, cross-discipline functions, data engineering, industry expertise, knowledge engineering, legacy evolution, or system infrastructure. Leads and coordinates the design, development, implementation and support of business and/or technical information technology solutions encompassing multiple specializations, platforms and technologies. Defines project scope, plans and deliverables including cost projections and proposed implementation dates. Assists leadership in determining technical direction of the organization. Researches, analyzes, recommends and implements new technologies, standard processes, tools and techniques. Contributes to information technology plans based on an understanding of the customer's organizational strategic direction, technology context and business needs. Provides technical leadership to others on the application of new technologies, project management and system development methodologies. Provides technical support for marketing initiatives through participation in proposals and marketing studies. Reviews other system and programming designs to ensure selection of appropriate technology, efficient use of resources and integration of multiple systems and technologies. Identifies, develops, updates and enforces standards and procedures. Monitors and ensures resolutions of performance issues. Interfaces with support groups and production problems, technical concerns and financial issues. Researches and evaluates emerging tools, techniques and technologies.</p>	<p>Bachelor's Degree and 8 years of relevant experience, OR High School Diploma and 13 years of experience, OR Master's Degree and 0-1 years of experience.</p>
<p>Infrastructure Analyst</p>	<p>Under general direction, conceptualizes designs, constructs, tests, implements and optimizes basic infrastructure systems that enable and support business and/or engineering/ manufacturing functions. Engages with the customer and CSA team to gain and understanding of the business environment, technical context and strategic direction. Defines scope, plans and deliverables for assigned projects. Collects, identifies, defines and organizes detailed user requirements. Coordinates with others to ensure plans and identified solutions meet customer needs and expectations. Confirms and prioritizes project plans and deliverables with the customer. Conceptualizes, constructs, tests and implements integrated network, hardware and software solutions, distributed computing solutions, and/or physical and logical communications networks for the customer. Assists in the creation of application program interfaces and/or network designs. Monitors performance and analyses statistics to identify and resolve system infrastructure problems. Analyzes performance problems and recommends solutions to enhance functionality, reliability and/or usability. Acts as a liaison between the customer, suppliers and other technical groups to resolve problems. Uses metrics to monitor performance and measure key project criteria. Prepares system infrastructure documentation. Establishes and maintains security, integrity and business continuity controls and documentation. Participates in special studies. Stays current on emerging tools, techniques and technologies.</p>	<p>Bachelor's Degree and 2 years of relevant experience, OR a High School Diploma with 5 years of experience.</p>

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<p>Infrastructure analyst - Junior</p>	<p>Under general direction, designs, constructs, tests, implements, and optimizes portions of basic infrastructure systems that support business and engineering/manufacturing functions. Researches technical environment and infrastructure needs. Defines scope, plans, and deliverables for assigned basic projects. Collects detailed user and technical requirements. Works with others to analyze collected requirements, translate into infrastructure solutions, and ensure identified solutions meet customer needs and expectations. Will learn to design, construct, test, and implement basic integrated network, hardware and software solutions, distributed computing solutions, and physical and logical communications networks for the customer. Monitors performance to identify and resolve system infrastructure problems and selected software products and standard systems. Will learn to apply appropriate tools to analyze, identify, and resolve technical problems. Participates in standard infrastructure solution implementations, upgrades, enhancements, and conversions. Maintains security, integrity, and business continuity controls and documents.</p>	<p>Bachelor’s Degree and 0-2 years of relevant experience, OR High School Diploma and 5-7 years of experience.</p>
<p>Infrastructure Analyst - Senior</p>	<p>With general direction, applies specialized knowledge in a systems infrastructure discipline to conceptualize, design, construct, test, implement and optimize infrastructure systems that enable and support business and/or engineering/manufacturing functions. Engages with the customer and CSA team to gain an understanding of the business environment, technical context and organizational strategic direction. Defines scope, plans and deliverables for assigned projects. Collects, identifies, defines and organizes detailed user and systems requirements. Coordinates with others to ensure plans and identified solutions meet customer needs and expectations. Confirms and prioritizes project plans and deliverables with the customer. Conceptualizes, constructs, tests and implements integrated network, hardware and software solutions, distributed computing solutions, and/or physical and logical communications networks for the customer and CSA architects client/server solutions and environments. Creates application program interfaces and/or network designs. Monitors performance and analyzes statistics to identify and resolve system infrastructure documentation. Establishes and maintains security, integrity and business continuity controls and documents. Participates in special system infrastructure projects.</p>	<p>Bachelor’s Degree and 5-8 years of experience, OR High School Diploma and 10-12 years of experience, OR Master's Degree and 0-1 years of experience.</p>

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<p>Infrastructure Specialist - Senior</p>	<p>Under minimal direction, functions in multiple advanced specialty disciplines such as systems infrastructure, assembly/integration, cross-discipline functions, data engineering, industry expertise, knowledge engineering or legacy evolution. Leads the design, development, implementation support and optimization of infrastructure systems that enable and support business and/or engineering/manufacturing functions. Defines project scope, plans and deliverables including cost projections and proposed implementation dates. Assists leadership in determining technical direction of the organization. Researches, analyzes, recommends and implements new technologies, standards, processes, tools and techniques. Creates systems infrastructure portions of information/technology plans based on an understanding of the customer's organizational strategic direction, technical context and business needs. Conceptualizes, constructs, tests and implements integrated network, hardware and software solutions, distributed computing solutions, and/or physical and logical communications networks for the customer and CSA architects client/server solutions and environments. Provides technical leadership to others on network designs, platform sizing, infrastructure system design and the application of new technologies and project management methodologies. Provides technical support for marketing initiatives through participation in proposals and marketing studies. Reviews other infrastructure system designs to select appropriate technology, ensure efficient use of resources and ensure integration of multiple systems and technologies. Identifies, develops, updates and enforces standards and procedures. Monitors and ensures resolution of performance issues. Interfaces with others on system infrastructure problems, technical concerns, and financial issues. Researches, evaluates and stays current on emerging tools, techniques and technologies.</p>	<p>Bachelor's Degree and 8 years of relevant experience, OR High School Diploma and 13 years of experience, OR Master's Degree and 0-1 years of experience.</p>
<p>Network Operations Manager</p>	<p>Plans, directs and coordinates network operation and performance functions to ensure network availability and high quality transmissions. Responsible for personnel and activities regarding monitoring, isolating, resolving and circumventing network problems. Advises management and engages with customers concerning problems affecting network performance. Plans implementation of enhancements and upgrades to the network and the acquisition, installation and testing of network hardware and software. Manages resource usage to minimize costs and maximize network availability. Interfaces with users to define present network needs and plan for future requirements.</p>	<p>Bachelor's Degree and typically 8 years of relevant experience, OR High School Diploma and 13 years of experience, OR Master's Degree and 0-1 years of experience.</p>
<p>Network Operations Supervisor</p>	<p>Assigns, directs and checks the workload of personnel responsible for locating and resolving network problems. Monitors network performance to ensure circuit quality and network uptime. Coordinates problem resolution or circumvention with support groups, customers and vendors. Assists users in defining network needs and advises on hardware requirements, configurations and limitations. Engages with user/vendor concerning upgrades, installs and downtime allocations. Monitors repair and routine maintenance of hardware. Evaluates and tests new products and services.</p>	<p>Bachelor's Degree and typically 5-8 years of relevant experience, OR High School Diploma and 10-12 years of experience, OR Master's Degree and 0-1 years of experience.</p>
<p>Network Services Technician</p>	<p>Under direct supervision, performs routine testing and analysis of all elements of the network facilities (including power, software, communications, machinery, lines, modems and terminals). Monitors and controls the performance and status of the network resources. Utilizes software and hardware tools, identifies and diagnoses issues and factors affecting network performance.</p>	<p>High School Diploma, 0-2 years of relevant work experience, OR Bachelor's Degree and no experience.</p>

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<p>Network Services Technician - Senior</p>	<p>Under general supervision, performs the most complex testing and analysis of all elements of the network facilities (including power, software, communications devices, lines modems and terminals). Monitors and controls the performance and status of the network resources. Utilizes software and hardware tools, identifies, and diagnoses complex issues and factors affecting network performance. May assist with training of peers.</p>	<p>High School Diploma, 2 years of relevant work experience, OR Bachelor’s Degree and no years of experience.</p>
<p>Program Manager</p>	<p>Plans, directs, and coordinates a cross-functional team’s activities to implement project and/or interrelated programs from contract/proposal initiation to final operational stage. Proposes and develops add-on program opportunities. Leads teams to develop plans that model program commitments and timing. Leads the project/program team(s) in determining client requirements and translating requirements into operational plans. Determines, monitors, and reviews all project/program economics to include costs, operational budgets, staffing requirements, resources and risk. Identifies and assembles a blend of resources to meet program needs and requirements; monitors and reports on activities related to the project/program. Meets with customers to review program scope/progress and resolve program issues. Controls project/program requirements, scope, and change management issues. Works with senior management on program proposals, bids, contracts, estimates, and schedules. Formulates contingency plans to address schedule revisions, risk, fund allocations, and work requirements. Ensures compliance with legally binding requirements and client’s long-term strategic goals. Counsels members of cross-functional teams to accomplish project/program goals, to meet established schedules, and resolve technical/operational issues. Establishes metrics for measuring key program criteria. Maintains awareness of emerging technologies and project/program management techniques.</p>	<p>Bachelor’s Degree and 5-8 years of relevant experience, OR High School Diploma and 10-12 years of experience, OR Master's Degree and 0-1 years of experience.</p>
<p>Program Manager - Senior</p>	<p>Plans, directs, and coordinates a cross-functional team’s activities to implement project and/or interrelated programs from contract/proposal initiation to final operational stage. Proposes and develops add-on program opportunities. Leads teams to develop plans that model program commitments and timing. Leads the project/program team(s) in determining client requirements and translating requirements into operational plans. Determines, monitors, and reviews all project/program economics to include costs, operational budgets, staffing requirements, resources and risk. Identifies and assembles a blend of resources to meet program needs and requirements; monitors and reports on activities related to the project/program. Meets with customers to review program scope/progress and resolve program issues. Controls project/program requirements, scope, and change management issues. Works with senior management on program proposals, bids, contracts, estimates, and schedules. Formulates contingency plans to address schedule revisions, risk, fund allocations, and work requirements. Ensures compliance with legally binding requirements and client’s long-term strategic goals. Counsels members of cross-functional teams to accomplish project/program goals, to meet established schedules, and resolve technical/operational issues. Establishes metrics for measuring key program criteria. Maintains awareness of emerging technologies and project/program management techniques.</p>	<p>Bachelor’s Degree and 8 years of relevant experience.</p>

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<p>Project Analyst/Scheduler</p>	<p>Under general supervision lead project planning, scheduling, monitoring, and reporting activities in a project/program office environment. Analyzes and reports project economics including costs, operational budgets, staffing requirements, resources, and risk. Ensures compliance with legally binding requirements. Creates and controls project/program documentation including the WBS and the project plan; contributes to requirements, risk schedule, and change control. Develops understanding of the contract detail and determines whether work is in scope. Provides requested information to the client. Works closely with client’s project/program office. Documents needs for changes to requirements. Develops the ability to estimate and report the impact of change requirements. Provides project management knowledge during marketing efforts. Assists in the training of project/program office and project team staff on application of procedures. Adheres to quality standards. Stays abreast of emerging technologies and project management techniques. Monitors sub-contractors.</p>	<p>Bachelor’s Degree and 2-5 years of relevant experience, OR High School Diploma and 7-10 years of experience.</p>
<p>Project Analyst/Scheduler - Junior</p>	<p>With general supervision, supports project planning, scheduling, monitoring, and reporting activities in a project/program office environment. Develops understanding of the analysis of project economics including costs, operational budgets, staffing requirements, resources, and risk. Develops skills to ensure adherence to legally binding requirements. Prepares project/program documentation including WBS and project plan; contributes to requirements, risk schedule, and change control. Develops understanding of the contract detail and ability to determine whether work is in scope. Collates requested information for the client. Develops an understanding of the relationship with client’s project/program office. Produces documents necessary for changes to requirements. Develops the ability to estimate and communicate the impact of change requirements. Adheres to quality standards. Develops awareness of project management techniques.</p>	<p>Bachelor’s Degree and no experience, OR High School Diploma and at least 5 years experience.</p>
<p>Project Analyst/Scheduler - Senior</p>	<p>Under minimal direction, leads project planning, scheduling, monitoring, and reporting activities for small to medium projects. Facilitates needs assessment and the development of recommended project control solutions to be used for planning, scheduling and tracking projects through integration of various project management tools. Determines, monitors, and reviews all project economics to include: costs, operational budgets, staffing requirements, resources, and risk. Contributes to project estimation process. Plans, schedules, monitors, and reports on activities related to the project, including sub-contractor monitoring. Integrates and uses specific industry methodologies (such as systems development, product development, and so forth). Ensures compliance with legally binding requirements. Controls project requirements, scope and change management issues. Establishes necessary metrics for measuring key project criteria. Manages changes in operational plan. Assists in the training of the project team on application of procedures. Maintains awareness on emerging technologies and project management techniques. Develops project control and reporting procedures and manages changes in operational plan. Undertakes status review meetings among project team members and clients. Works with management on project proposals, bids, contracts, estimates, and schedules. Coaches team members to accomplish project goals, to meet established schedules and resolve technical/operational issues.</p>	<p>Bachelor’s Degree and 5-8 years of relevant experience, OR High School Diploma and 10-12 years of experience, OR Master’s Degree and 0-1 years of experience.</p>

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<p>Project Manager</p>	<p>Plans, directs, and coordinates the team’s activities to implement project and/or interrelated projects from contract/proposal initiation to final operational stage. Determines, monitors, and reviews all project economics to include costs, operational budgets, staffing requirements, resources and risk. Leads the project team in determining client requirements and translating requirements into operational plans. Identifies and assembles a blend of resources to meet project needs and requirements; manages sub-contractors. Plans, schedules, monitors, and reports on activities related to the project. Develops project control and reporting procedures and manages changes in operational plan. Undertakes status review meetings among project team members and clients. Works with management on project proposals, bids, contracts, estimates, and schedules. Coaches team members to accomplish project goals, to meet established schedules, and resolve technical/operational issues. Proactively influences customers to apply project planning methodologies. Ensures compliance with legally binding requirements. Controls project requirements, scope, and change management issues. Establishes appropriate metrics for measuring key project criteria. Installs automated systems for management of projects. Develops, proposes, and negotiates project proposals, quotations, and add-ons to leadership and the client. Analyzes needs and recommends appropriate planning concepts and tools to be used for all facets of planning, scheduling, and tracking projects. Analyzes project progress/costs and facilitates the development of recommended alternatives. Integrates and uses project management methodologies. Creates communication plans, ensuring that information is exchanged among key stakeholders. Advises senior management on project management capability and risk. Maintains awareness on emerging technologies and project management techniques.</p>	<p>Bachelor’s Degree and 5-8 years of relevant experience, OR High School Diploma and 10-12 years of experience, OR Master’s Degree and 0-1 years of experience.</p>
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<p>Project Manager - Senior</p>	<p>Plans, directs, and coordinates a cross-functional team’s activities to implement project and/or interrelated projects from contract/proposal initiation to final operational stage. Determines, monitors, and reviews all project/program economics to include costs, operational budgets, staffing requirements, sub-contractors, resources and risk. Identifies and assembles a blend of resources to meet project/program needs and requirements; including sub-contractor selection. Plans, schedules, monitors, and reports on activities related to the project/program. Leads the project/program team(s) in determining client requirements and translating requirements into operational plans. Ensures compliance with legally binding requirements and client’s long-term goals. Facilitates status review meetings among project team members and clients. Works with senior management on project/program proposals, bids, contracts, estimates, and schedules. Proposes and develops add-on program opportunities. Mentors and trains the customer and/or vendor in project management methods, procedures, and activities. Controls project/program requirements, scope, and change management issues. Counsels members of cross-functional teams to accomplish project/program goals, to meet established schedules, and resolve technical/operational issues. Establishes metrics for measuring key program criteria. Determines and installs automated systems for management of projects. Identifies and recommends contingency measures. Facilitates the creation of communication plans, ensuring that appropriate information is exchanged among key stakeholders. Advises senior management on project management capability and risk. Maintains awareness on emerging technologies and project/program management techniques.</p>	<p>Bachelor’s Degree and 8 years of relevant experience, OR High School Diploma and 13 years of experience, OR Master’s Degree and 0-1 years of experience.</p>
<p>Quality Assurance Analyst</p>	<p>Under general direction, performs quality reviews of departmental operations at department and individual levels to measure performance against contract regulation, program policy and procedure. Reviews group and individual outputs on a scheduled and random basis to ensure proper procedures are being followed. Identifies and researches inefficiencies or inaccuracies in departmental methods and procedures. Proposes and implements procedural/systems solutions to improve overall performance. Determines related training needs and provides training to internal staff. Gathers and analyzes quality statistics to determine trends and documents and reports findings to management. Responds to questions from customers and outside auditors regarding quality issues.</p>	<p>Bachelor’s Degree and 0-2 years of relevant experience, OR High School Diploma and 5-7 years of experience.</p>
<p>Quality Assurance Auditor</p>	<p>Under general direction, audits and tests applications performance against specifications to ensure program integrity. Analyzes program specifications to accurately predict results. Develops test data and test plans and maintains test files. Tests new and enhanced application programs and documents results. Identifies and researches applications deficiencies. Works with systems engineers to coordinate corrective action. Performs final testing to determine impact of specific changes on the overall system. Provides industry training to systems engineers to ensure development of appropriate application programs.</p>	<p>Bachelor’s Degree and 2 years of experience</p>

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<p>Quality Assurance Manager</p>	<p>Plans, directs and coordinates the quality review of departmental operations and related support systems to ensure compliance with contractual requirements. Establishes review criteria and procedures. Manages the identification and resolution of quality issues. Reviews documented results and reports on quality assurance activities. Monitors the implementation of system or procedural improvements to ensure customer approval and satisfaction. Provides overall direction for the development of related training programs for internal staff.</p>	<p>Bachelor’s Degree 8 years of relevant experience, OR High School Diploma and 13 years of experience, OR Master’s Degree and 0-1 years of experience.</p>
<p>Quality Assurance Specialist</p>	<p>With minimal direction, studies, measures and analyzes customer and account team member satisfaction level. Plans, coordinates and executes quality reviews for multiple accounts and customers to assess contract obligations and customer expectations. Conducts in-depth interviews with customer management. Analyzes and compiles complex statistics to determine account trends and reports findings to management. Advises managers in preparing an action plan following each quality review. Identifies and researches account concerns and problem areas and oversees implementation of procedural/system solutions to improve performance quality. Identifies account management trends across the organization and proposes methods and policies for quality improvement.</p>	<p>Bachelor’s Degree and typically 2-5 years of relevant experience, OR High School Diploma and 7-10 years of experience.</p>
<p>Quality Assurance Specialist- Senior</p>	<p>With broad direction, provides management with knowledge and tools to ensure adherence to requirements and improvement in the quality processes of the organization. Serves as a focal point within an organization for quality improvement information regarding roles, tasks, requirements, problem solving and measurement criteria and processes. Sets the direction and agenda for the quality improvement team. Assists management in the development and implementation of quality measurement processes in the workplace. Identifies and defines areas of non-compliance to requirements and presents procedures for eliminating problems. Focuses on quality initiatives and assists in identifying corrective and preventive methods. Consults with management on the vision, direction, and quality initiative plans of the organization.</p>	<p>Bachelor’s Degree and typically 5-8 years of relevant experience, OR High School Diploma and 10-12 years of experience, OR Master’s Degree and 0-1 years of experience.</p>
<p>Security Specialist</p>	<p>Under minimal direction, provides support for security related programs, policies and initiatives. Develops and applies knowledge of security principles, concepts and industry practices and standards in the analysis of information and projects. Participates in program and policy development with peers and leadership. Supports activities to identify and minimize internal client and external client security risks in compliance with corporate security standards and guidelines. Assists with the development of security presentations to CSA and client management to address concerns and ensure client requirements are met. May assist in the evaluation of physical security enhancements, product upgrades, and tools across multiple environments to ensure minimal exposures.</p>	<p>Bachelor’s Degree and 2-5 years of experience, or 7 years of relevant professional experience without a degree.</p>

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<p>Subject Matter Expert</p>	<p>Provides expert technical analysis and advice to support management, organization and business decisions. Consults as an expert in a specified domain to identify and solve process issues. Coordinates and manages the preparation of analysis, evaluations, and recommendations in those business improvement areas including: telecommunications, communications protocols, software, life-cycle management, finance, and acquisition. Collaborates with customer to review current processes and roadblocks, determine specific needs and requirements and to counsel within the expert area, including overseeing task execution.</p>	<p>Bachelor’s Degree with 10 years of experience, or 11 years of relevant professional experience without a degree.</p>
<p>Strategic Program Manager</p>	<p>Provides strategic planning guidance to the client’s team. Plans, directs, and coordinates global programs incorporating interrelated, complex, high-risk programs and the acquisition and development of new business to an operational stage. Manages programs impacting multiple CSA organizations and requiring partnering with third-party suppliers. Works with senior management on program proposals, bids, contracts, estimates, and schedules. Leads complex matrixed teams to develop master plans that model program commitments and scheduling. Conceptualizes and proposes add-on program opportunities. Sets and reviews costs, operational budgets, schedules, and staffing requirements for cross-functional program teams. Analyzes the effect of programs on various operating and support areas to determine the most practical and cost-effective method to obtain the required resources. Identifies and assembles a blend of resources to meet needs and requirements of major programs. Sets the strategy for contingency planning. Ensures adherence to legally binding requirements and customer long-term strategic goals. Controls program requirements, scope, and change management issues. Reports program status, progress, and benefits to company, client, and third-party management. Establishes metrics for measuring key program criteria. Maintains currency on emerging technologies and program management techniques.</p>	<p>Bachelor’s Degree and 8-10 years of relevant work experience, OR High School Diploma and 13-15 years of experience, OR Master's Degree and 1-3 years of experience.</p>
<p>Systems Administrator</p>	<p>Under minimal direction, coordinates operational designs, develops support plans, coordinates implementations, and provides second level support for local area network (LAN), campus area network (CAN), and wide area network (WAN) solutions encompassing heterogeneous platforms. Develops system support requirements by reviewing and analyzing customer business processes and evaluating available CSA and/or supplier capabilities. Leads project teams in implementing new or upgraded designs and coordinates project efforts with support groups. Creates plans that support implementation of changes. Participates in system support design and performance evaluation reviews. Advises on distributed network computing issues. Establishes and maintains security and integrity standards and controls. Ensures support plans and services meet customer needs and expectations. Assists in the evaluation, testing and recommendation of hardware, software, and network configurations based on customer need. Coaches others in the application of new operational support technologies. Analyzes user requirements and statistics to identify trends and solve performance issues. Coordinates and approves updates of the site administration documentation. Keeps abreast of emerging operational support technologies and industry trends. Recommends price/performance improvement opportunities.</p>	<p>Bachelor’s Degree and typically 2-5 years of relevant experience, OR High School Diploma and 7-10 years of experience.</p>

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<p>Systems Administrator - Junior</p>	<p>With general direction, implements and supports local area network (LAN) and campus area network (CAN) hardware and software. Analyzes customer workflow to recommend operational support tools and technologies to satisfy customer needs. Ensures workstations/server data integrity by evaluating, implementing and managing appropriate software/hardware solutions. Acts as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyzes performance issues and recommends solutions to enhance functionality, reliability and/or usability. Participates on project teams in the implementation of new/upgraded designs. Implements operational support standards and procedures relating to change management, performance management, and security. Recommends changes and improvements to existing standards. Ensures data/media recoverability by establishing a schedule of system backups, and database archive operations. Develops site administration documentation. Provides user orientation on hardware, software and network operations. Keeps abreast of emerging operational support technologies and industry trends.</p>	<p>Bachelor's Degree and 0-2 years of relevant experience or 2+ years of relevant experience with high school diploma.</p>
<p>Systems Administrator - Senior</p>	<p>Under broad direction, leads and coordinates the operational support and implementation activities for local area network (LAN), campus area network (CAN), and wide area network (WAN) service offerings encompassing heterogeneous platforms. Assists leadership in determining tactical and strategic direction of the organization as it relates to emerging operational support technologies. Researches, analyzes, and recommends new operational support technologies, tools, and techniques. Coaches others on the application of new operational support technologies. Reviews distributed computing and network designs to select operational support strategies and ensure efficient use of resources. Conducts system support design and performance evaluation reviews. Identifies, develops, and updates operational support standards and procedures. Participates in corporate strategic planning teams. Keeps abreast of emerging operational support technologies and industry trends. Recommends price/performance improvement opportunities.</p>	<p>Bachelor's Degree and typically 5-8 years of relevant experience, OR High School Diploma and 10-12 years of experience, OR Master's Degree and 0-1 years of experience.</p>

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<p>Systems Architect/Staff Engineer</p>	<p>Under minimal direction, conceptualizes, designs and develops total system/product solutions for enterprise-wide information technology and/or engineering/manufacturing processes. Translates customer and organizational objectives and critical success factors into actionable business, organization and technology strategies. Creates information technology plans based on an understanding of the customer's organization, strategic direction, technology context and business needs. Leads and works in a collaborative effort to conceptualize total systems and/or product solutions. Architects, designs and develops integrated business/engineering systems and products to support the achievement of the customer's and CSA's business goals. Leads others in the definition of project scope, plans and deliverables including cost projections and proposed implementation dates. Controls project requirements, scope and change management issues. Assists leadership in determining tactical and strategic direction of the division/organization. Works with others to develop and propose new business and technical opportunities to leadership and/or the customer.</p> <p>Monitors market trends and the work of standard bodies to assist SU and the customer in defining technical standards. Mentors others on the application of new technologies, tools, processes, standards and project management/system development methodologies. Researches, evaluates and stays current on emerging tools, techniques and technologies.</p>	<p>Bachelor's Degree and 5-8 years of experience.</p>
<p>Technical Delivery Organizational Manager</p>	<p>Plans, directs and coordinates tactical/strategic engineering activities of an organization. Has organizational responsibility for personnel, customer and organizational project management activities. Responsible for large, complex, globally-based employees, locations and customer industry segments. Counsels engineering team managers on business, organizational and technology strategies. Participates in setting direction and policies related to engineering methodologies. Establishes strategies to achieve business goals and objectives of the SU. Reviews new business opportunities, proposals and presentations to ensure they meet the customer's business objectives.</p>	<p>Bachelor's Degree and 8 years of relevant work experience, OR high School Diploma and 13 years of experience, OR Master's Degree and 0-1 years of experience.</p>
<p>Technical Delivery Strategic Manager</p>	<p>Plans, directs and coordinates strategic engineering activities for the SU. Develops long-term relationships with strategic customers and industry leaders. Responsible for large, complex, globally- based employees, locations and customer industry segments. Coaches engineering organizational and team managers on business, organizational and customer strategies. Creates long-term business strategies and plans that demonstrate awareness of the culture, values, customer diversity and laws of different countries/regions. Establishes SU business goals and objectives related to engineering activities.</p>	<p>Bachelor's Degree and 8 years of relevant work experience.</p>

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Technical Delivery Team Manager	Plans, directs and coordinates organizational/tactical activities of individuals responsible for conceptualizing, designing, constructing, testing and implementing business and technical information technology solutions. Has overall responsibility for personnel, customer and day-to-day project management activities of the team. Coaches team members on translation of customer and organizational objectives and critical success factors into actionable business, organization and technology strategies. Ensures the design and development of integrated business/engineering systems and products to support the achievement of the customer's business goals. Identifies and assembles a blend of talent and additional resources to meet customer needs and requirements. Formulates contingency plans to address schedule revisions, manpower adjustments, fund allocations and work requirements. Participates in customer business planning process.	Bachelor's Degree and 8 years of relevant work experience, OR high School Diploma and 13 years of experience, OR Master's Degree and 0-1 years of experience.
Technical Writing Specialist	Under minimal direction, analyzes highly specialized technical information to author detailed documentation and technical manuals. Produces complex documentation and user needs analyses. Studies customer environment by analyzing job tasks, organizational structure and user needs to propose documentation solutions. Observes developmental and experiential activities to determine operating procedure and detail for document content. Interviews technical personnel, analyzes reports, specifications and drawings to increase understanding of processes and document requirements. Assists others with technical interpretation and appropriate phrasing for document content. May plan documentation development process and coordinate writing projects. Reviews documentation for an entire project to ensure validity, completeness of content and consistency with order, style and terminology standards.	Bachelor's Degree and 2-5 years of relevant work experience, OR High School Diploma and 7-10 years of experience.
Telecommunications Analyst	Under general direction, responsible for small to medium projects involving planning, installation, relocation, and/or removal of telecommunications systems. Researches and analyzes telecommunications activity associated with a technical area within the telecom functions (including but not limited to: network design, implementation, or operations/user support.) Prepares reports on status and network performance trends. Analyzes traffic reports and diagnostic reports to determine network logic and malfunction trends. Reviews statement of work and vendor project bids. Conducts material quality and cost reviews. Determines cause of project delays. Participates in feasibility studies, costing, proposal preparation, and project implementation activities. May train other technicians.	Bachelor's Degree and 0-2 years of relevant experience or 2+ years of relevant experience with high school diploma.

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<p>Telecommunications Analyst - Advanced</p>	<p>Under general direction, responsible for medium to large projects involving planning, installation, relocation, and/or removal of telecommunications systems. Researches and analyzes telecommunications activity associated within one or more technical areas (including but not limited to: network design, implementation, or operations/user support.) Analyzes traffic reports and diagnostic reports to determine network logic and malfunction trends. Recommends improvements to enhance network performance trends. Participates in vendor project bids. Conducts material quality and cost reviews. Determines cause of project delays. Participates in feasibility studies, costing, proposal preparation, and project implementation activities.</p>	<p>Bachelor’s Degree and typically 2-5 years of relevant experience.</p>
<p>Telecommunications Analyst - Senior</p>	<p>With minimal direction, directs large projects involving complex planning, installation, relocation, and/or removal of telecommunications systems. Interacts with all levels of management and customers on large contract administration. Leads resources to implement cost effective network solutions. Leads feasibility studies, costing, proposal preparation, and project implementation activities. Work often involves activities associated with multiple technical areas within the telecom functions (including but not limited to: network design, implementation, or operations/user support.) Monitors and evaluates vendor performance to ensure adherence to standards. Leads process improvements to enhance network performance trends. Researches and develops new processes to improve telecommunications services.</p>	<p>Bachelor’s Degree and typically 5-8 years of relevant experience.</p>
<p>Telecommunications Technician</p>	<p>Under direct supervision, performs basic monitoring services such as: installation, trouble shooting, relocations, and/or maintenance of telecommunications/network equipment. Identifies and resolves basic telecommunications problems. Demonstrates knowledge of telecommunications process establishment and integration. Responds to customer questions about basic telecommunications service. Prepares or assists in the preparation of service record and documentation. Engages with customers to eliminate unsatisfactory service. Is knowledgeable about standards and regulatory requirements related to assigned tasks.</p>	<p>High School Diploma and 2 years working experience in related field, or Bachelor’s Degree and no experience.</p>

<p>Experience and Education Equivalents</p>
<p>for a High School Diploma/GED, 5 additional years of experience will be equivalent to a Bachelor's Degree</p>
<p>for a Bachelor's Degree, 5 additional years of experience will be equivalent to a Masters's Degree</p>