

Labor Category	Exempt/ Non- exempt	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
Program Manager	Exempt	Bachelor	15	Extensive experience managing large, complex programs that involve multiple lines of business with a variety of services; a large, diverse workforce; and performance requirements directly tied to metrics. Highly skilled in customer and stakeholder relations; excellent knowledge of contract and subcontract management principles; and a wide range of experience controlling and reducing costs. Responsible for overall program management and contract performance which includes management of all employees, financials, contract/subcontracts, schedules, performance, risks and quality.
Service Delivery Manager	Exempt	Bachelor	12 to 15	Broad range of knowledge and experience in multiple, diverse service areas; highly skilled in continuous improvement methodologies; very adept at change management; excellent leadership and personnel management skills; and extremely well versed in performance measurement and tracking. Responsible for the technical performance and management of all of the services supported under the contract.
Functional Manager	Exempt	Bachelor	10 to 12	Broad range of knowledge and experience in a particular line of business that provides multiple services. Lines of business examples include Finance, Human Resources, Procurement, Information Technology and Contact Center/Helpdesk Operations. Skilled in continuous improvement methodologies; adept at change management; excellent leadership and personnel management skills; and well versed in performance measurement and tracking. Responsible for the technical performance and management of all of the services supported under a specific line of business.
Supervisor	Exempt	Bachelor	8 - 10	Excellent range of knowledge in one or more service areas within a line of business. Lines of business examples include Finance, Human Resources, Procurement, Information Technology and Contact Center/Helpdesk Operations. Knowledge of continuous improvement methodologies; adept at change management; excellent supervision and personnel management skills; and trained in performance measurement and tracking. Responsible for technical performance and the supervision of a group of personnel in one or more services areas.
Secretary 1	Non- Exempt	High School	0	Entry-level administrative support. Carries out recurring office procedures independently, and selects the guideline or reference that fits the specific case. The supervisor provides specific instructions on new assignments and checks completed work for accuracy. Duties include or are comparable to the following: Respond to routine telephone requests that have standard answers; refer calls and visitors to appropriate staff; control mail and assure timely staff response; send form letters; as instructed, maintain supervisor's calendar, make appointments, and arrange for meeting

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				rooms; review materials prepared for supervisor's approval for typographical accuracy and proper format; maintain recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans; requisition supplies, printing, maintenance or other services; type and, create and maintain office files. Selects the guideline or reference which fits the specific case. Supervisor provides specific instructions on new assignments and checks completed work for accuracy.
Secretary 2	Non- Exempt	High School	4	Mid-level administrative support. Handles differing situations, problems, and deviations in the work of the office according to the supervisor's general instructions, priorities, duties, policies, and program goals. Supervisor may assist secretary with special assignments. Duties include or are comparable to the following: Screen telephone calls, visitors, and incoming correspondence; personally respond to requests for information concerning office procedures; determine which requests should be handled by the supervisor, appropriate staff member or other offices, prepare and sign routine non-technical correspondence in own or supervisor's name; schedule tentative appointments without prior clearance; make arrangements for conferences and meetings and assemble established background materials as directed; may attend meetings and record and report on the proceedings; review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assure that proper clearances have been obtained, when needed; collect information from the files or staff for routine inquiries on office program(s) or periodic reports, and refer non-routine requests to supervisor or staff; explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.

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Secretary 3	Non- Exempt	High School	8	Senior level administrative support. Uses greater judgment and initiative to determine the approach or action to take in non-routine situations, interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Duties include or are comparable to the following: Based on knowledge of the supervisor's views, compose correspondence on own initiative about administrative matters and general office policies for supervisor's approval; anticipate and prepare materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered; read publications, regulations, and directives and take action or refer those that are important to the supervisor and staff; prepare special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions; advise secretaries in subordinate offices on new procedures; request information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc., and shifts clerical staff to accommodate workload needs.
Quality Assurance Specialist 1	Exempt	Bachelor	0	Entry-level knowledge of quality management and assurance practices and principles. Applies fundamental concepts, processes, practices and procedures on technical assignments. Familiar with the concepts and practices that support survey administration and analysis, data collection and analysis, performance measurement, and routine reporting. Basic skills in using various software applications used in support of a quality management program.
Quality Assurance Specialist 2	Exempt	Bachelor	4	Mid-level knowledge and experience implementing quality management and assurance practices and principles. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Skilled in applying concepts and practices that support survey administration and analysis, data collection and analysis, performance measurement, and reporting. Adept at using various software applications used in support of a quality management program.
Quality Assurance Specialist 3	Exempt	Bachelor	8	Senior-level knowledge and experience implementing quality management and assurance practices and principles. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Highly skilled in applying concepts and practices that support survey administration and analysis, data collection and analysis, performance measurement, reporting and providing recommendations for performance improvement. Very adept at using various software applications used in support of a quality management program.

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Quality Assurance Specialist 4	Exempt	Bachelor	12	Expert knowledge and experience implementing quality management and assurance practices and principles. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Expertise in applying concepts and practices that support survey administration and analysis, data collection and analysis, performance measurement, reporting, and providing recommendations for performance improvement. Highly skilled in using various software applications used in support of a quality management program.
Training Specialist 1	Exempt	Bachelor	0	Entry-level knowledge of training delivery methodologies, course material development and training records management. Applies fundamental concepts, processes, practices and procedures on technical assignments. Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.
Training Specialist 2	Exempt	Bachelor	4	Mid-level knowledge and experience in training delivery methodologies, course material development and training records management. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.
Training Specialist 3	Exempt	Bachelor	8	Senior-level knowledge and experience in training delivery methodologies, course material development and training records management. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and

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				behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.
Training Specialist 4	Exempt	Bachelor	12	Expert-level knowledge and experience in training delivery methodologies, course material development and training records management. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom courses, workshops, and seminars.
Accounting Clerk 1	Non- Exempt	High School	0	Entry-level financial management assistance. This position is responsible for performing one or more routine accounting clerical operations such as: examining, verifying, and correcting various accounting documents to ensure completeness and accuracy of data in accordance to accounting procedures. Specific tasks/duties are assigned under adequate supervision. Entry-level reconciliation and posting will be assigned under detailed guidance. In most instances, an employee in this position will rely on the supervisors' instructions. Completed work will be reviewed for accuracy and compliance with procedures. Duties include but are not limited to: processing travel vouchers, accounts payable, accounts receivable, payroll, reconciling cash transactions, maintaining files, and generating reports.

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Accounting Clerk 2	Non- Exempt	High School	4	Mid-level financial management assistance. Uses knowledge of bookkeeping in performing one or more of the following: posting actions to journals, identifying subsidiary accounts affected, making debit and credit entries, and assigning proper codes. The Accounting Clerk II may review computer printouts, detect and correct erroneous postings, and prepare documents to adjust accounting classifications and other data, or review lists of transactions rejected by an automated system. In this instance, the Accounting Clerk II will determine reasons for rejections, and prepare necessary correcting material. On routine assignments, an employee will select and apply established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used, are reviewed for technical accuracy. Duties include but are not limited to: processing travel vouchers, accounts payable, accounts receivable, payroll, reconciling cash transactions, maintaining files, and generating reports.
Accounting Clerk 3	Non- Exempt	High School	8	Senior-level financial management assistance. The Accounting Clerk III maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include reviewing invoices and statements verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit determining accounts involved. The review will include coding transactions, and processing material through data processing for application in the accounting system; analysis and reconciliation of computer printouts with operating unit reports (contacting units, researching causes of discrepancies, and taking action to ensure that accounts balance). Supervisor provides suggestions for handling unusual or non-recurring transactions. Conformance with requirements and technical soundness of completed work are reviewed by the supervisor, or are controlled by mechanisms built into the accounting processes. Duties include but are not limited to: processing travel vouchers, accounts payable, accounts receivable, payroll, reconciling cash transactions, maintaining files, and generating reports.

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Travel Clerk 1	Non- Exempt	High School	0	Entry-level travel arrangement assistance. Under close supervision or following specific procedures and detailed instructions, arranges travel on one or two modes of transportation. Travel is usually recurrent by the same modes, carriers, routes and same major points of origin and destination, seldom involving special transportation privileges or requiring special allowances or planning for supplemental transportation facilities. When such services are required, they do not occur in such variety or with such frequency as to create problems of timing or coordination. Support includes but is not limited to: utilizing electronic travel systems, creating travel authorizations, creating travel vouchers, making a variety of travel reservations, providing guidance to travelers, maintaining files and generating reports.
Travel Clerk 2	Non- Exempt	High School	4	Mid-level travel arrangement assistance. Travel usually involves the use of two or more modes of transportation. Information on carriers, modes and facilities is readily available since most carriers servicing the area maintain local facilities or publish information regularly. Single carriers or connecting carriers have schedules that are easily coordinated using readily obtainable timetables or guides. Travel is frequently recurrent. A substantial number of problems arise because of rerouting, and there are often side trips requiring changes of transportation. Travel is usually to areas accessible by direct line, or established connecting points and normal modes of transportation. Travel is not always planned well in advance so there may be major problems of scheduling or accommodations. Travel involves special transportation privileges or special allowances and requires authorization or planning for supplemental or special transportation facilities, and when such services are required, they usually do not occur in such variety or with such frequency as to create major problems of timing or coordination. Within general guidelines, employees select and apply appropriate travel guides, methods, techniques, and work sequences to effectively accomplish the work. The majority of assignments are performed without technical assistance, but unusually difficult travel situations or problem cases encountered during the course of the work are referred to the supervisor before decision or commitment. Review of work is for compliance with regulatory guides and program policies and for soundness of decisions and conclusions. Support includes but is not limited to: utilizing electronic travel systems, creating travel authorizations, creating travel vouchers, making a variety of travel reservations, providing guidance to travelers, maintaining files and generating reports.

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Travel Clerk 3	Non- Exempt	High School	8	Senior-level travel arrangement assistance. At this level, all major modes of transportation are used, as most individual trips involve combinations of more than one mode. Travel is varied, often not recurrent and periodically requires planning for relatively inaccessible intermediate or destination points. Routings are diverse and there is a necessity for frequent rerouting, re-planning, or rearranging, with many side trips requiring changes in modes of travel and creating substantial difficulty in routing and scheduling connections. A substantial amount of travel involves special allowances or requires authorization and planning for supplementary or special transportation facilities. It is frequently difficult to obtain the required information. The incumbent is characterized by independence of action, with very little instruction, guidance, and review, except for review of accomplishments of broad objectives and conformance to policy. The incumbent is viewed as the authority on travel matters, including the furnishing of advice and information to travelers, administrative officials and others; and has responsibility as the principal liaison with all elements, carriers, and facilities. Support includes but is not limited to: utilizing electronic travel systems, creating travel authorizations, creating travel vouchers, making a variety of travel reservations, providing guidance to travelers, maintaining files and generating reports.
Financial Specialist 1	Exempt	High School	0	Entry-level knowledge and experience in financial management and accounting practices and principles. Applies fundamental concepts, processes, practices and procedures on technical assignments. Applies basic skills in using the systems that support financial management services to perform routine operations. Services supported include but are not limited to: accounts payable, accounts receivable, payroll, fund balance with Treasury, and travel. Maintains files and records, and generates reports.
Financial Specialist 2	Exempt	High School	4	Mid-level knowledge and experience in financial management and accounting practices and principles. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Skilled in using the systems that support financial management services to perform more complex operations. Services supported include but are not limited to: accounts payable, accounts receivable, payroll, fund balance with Treasury, and travel. Maintains files and records, and generates reports.

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Financial Specialist 3	Exempt	High School	8	Senior-level knowledge and experience in financial management and accounting practices and principles. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Highly skilled in using the systems that support financial management services. Services supported include but are not limited to: accounts payable, accounts receivable, payroll, fund balance with Treasury, and travel. Maintains files and records, and generates reports.
Financial Specialist 4	Exempt	High School	12	Expert-level knowledge and experience in financial management and accounting practices and principles. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Expert skills in using the systems that support financial management services. Services supported include but are not limited to: accounts payable, accounts receivable, payroll, fund balance with Treasury, and travel. Maintains files and records, and generates reports.
Personnel Assistant 1	Non- Exempt	High School	0	Entry-level human resources assistance. This position performs a variety of tasks including, but not limited to, clerical and secretarial duties. The work is under general supervision of higher-level personnel in preparation of various human resource tasks throughout compensation, benefits, staffing/employment, EEO procedures and policy administration. The Personnel Assistant I is expected to exercise discretion at all times; limited judgment may be necessary at times. Assistant will be required to operate general office equipment, software programs and HR systems. Support includes but is not limited to assistance in: employee development and training, personnel programs, benefits processing, personnel actions, HR information systems, payroll processing and training purchases.
Personnel Assistant 2	Non- Exempt	High School	4	Mid-level human resources assistance. This position serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals. In this position, one may perform tasks beyond routine clerical such as: pre-employment drug screening and new hire orientation, responding to routine questions on policy and procedures, and/or provide reports on employee turnover or time and attendance. This assistant may be asked to evaluate and consolidate information from various sources under short deadlines, such as internal or external survey information, reporting on employment statistics (retention, equal opportunity reporting, etc). The Personnel Assistant II may provide guidance to lower level Personnel Assistants. This level requires extensive knowledge of various software packages and systems. Guidance is provided as needed. Completed written work receives close technical review from higher-level personnel office employees.

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Personnel Assistant 3	Non- Exempt	High School	8	Senior-level human resources assistance. Serves as a clerical expert in independently processing the most complicated types of personnel actions, providing information when it is necessary to consolidate data from a number sources, resolves conflicts in computer listings or other sources of employee information, locates lost documents or reconstructs information using a number of sources. Support includes but is not limited to assistance in: employee development and training, personnel programs, benefits processing, personnel actions, HR information systems, payroll processing and training purchases.
Human Resource Specialist 1	Exempt	High School	0	Entry-level knowledge and experience in human resources practices and principles. Applies fundamental concepts, processes, practices and procedures on technical assignments. Basic skills in using the systems that support human resources services. Areas of support include but are not limited to: employee development and training, personnel programs, benefits processing, personnel actions, HR information systems, payroll processing and training purchases.
Human Resource Specialist 2	Exempt	High School	4	Mid-level knowledge and experience in human resources practices and principles. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Skilled in using the systems that support human resources services. Areas of support include but are not limited to: employee development and training, personnel programs, benefits processing, personnel actions, payroll processing and training purchases.
Human Resource Specialist 3	Exempt	High School	8	Senior-level knowledge and experience in human resources practices and principles. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Highly skilled in using the systems that support human resources services. Areas of support include but are not limited to: employee development and training, personnel programs, benefits processing, personnel actions, HR information systems, payroll processing and training purchases.

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Human Resource Specialist 4	Exempt	High School	12	Expert-level knowledge and experience in human resources practices and principles. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Expert skills in using the systems that support human resources services. Areas of support include but are not limited to: employee development and training, personnel programs, benefits processing, personnel actions, HR information systems, payroll processing and training purchases.
Procurement Assistant 1	Non-Exempt	High School	0	Entry-level procurement assistance. Performs routine tasks which require knowledge of procurement procedures and rules, such as: creating and maintaining procurement files, generating basic procurement documents, utilizing procurement systems, data entry and reporting. Support includes but is not limited to assistance in: procurement and administrative services, agency contracting, training purchases, grants and agreements and the SBIR/STTR programs.
Procurement Assistant 2	Non-Exempt	High School	4	Mid-level procurement assistance. Performs tasks which require knowledge and experience in procurement procedures and rules, such as: creating and maintaining procurement files, generating procurement documents, utilizing procurement systems, data entry and reporting. Support includes but is not limited to assistance in: procurement and administrative services, agency contracting, training purchases, grants and agreements and the SBIR/STTR programs.
Procurement Assistant 3	Non-Exempt	High School	8	Senior-level procurement assistance. Performs tasks which require detailed knowledge and experience in procurement procedures and rules, such as: creating and maintaining procurement files, generating more complex procurement documents, utilizing procurement systems, data entry, analysis and reporting. Support includes but is not limited to assistance in: procurement and administrative services, agency contracting, training purchases, grants and agreements and the SBIR/STTR programs.
Procurement Specialist 1	Exempt	High School	0	Entry-level knowledge and experience in procurement practices and principles such as: soliciting, evaluating, negotiating and preparing contracts for award; administering contracts; and analyzing and evaluating cost and price proposals. Applies fundamental concepts, processes, practices and procedures on technical assignments. Basic skills in using the systems that support procurement services. Specialist support includes but is not limited to: procurement and administrative services, agency contracting, training purchases, grants and agreements and the SBIR/STTR programs.

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Procurement Specialist 2	Exempt	Bachelor	4	Mid-level knowledge and experience in procurement practices and principles such as: soliciting, evaluating, negotiating and preparing contracts for award; administering contracts; and analyzing and evaluating cost and price proposals. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Skilled in using the systems that support procurement services. Specialist support includes but is not limited to: procurement and administrative services, agency contracting, training purchases, grants and agreements and the SBIR/STTR programs.
Procurement Specialist 3	Exempt	Bachelor	8	Senior-level knowledge and experience in procurement practices and principles such as: soliciting, evaluating, negotiating and preparing contracts for award; administering contracts; and analyzing and evaluating cost and price proposals. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Highly skilled in using the systems that support procurement services. Specialist support includes but is not limited to: procurement and administrative services, agency contracting, training purchases, grants and agreements and the SBIR/STTR programs.
Procurement Specialist 4	Exempt	Bachelor	12	Expert-level knowledge and experience in procurement practices and principles such as: soliciting, evaluating, negotiating and preparing contracts for award; administering contracts; and analyzing and evaluating cost and price proposals. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Expert skills in using the systems that support procurement services. Specialist support includes but is not limited to: procurement and administrative services, agency contracting, training purchases, grants and agreements and the SBIR/STTR programs.
IT Management Specialist 1	Exempt	Bachelor	0	Entry-level IT Program Management assistance to ELMT program. Applies fundamental concepts, processes, practices and procedures on technical assignments. Assists senior IT Program Management Specialists in activities such as: analyzing and managing NASA's software license portfolio; writing business cases; making recommendations on acquisition approaches; and interfacing with customers and vendors concerning ELMT portfolio management and policy.
IT Management Specialist 2	Exempt	Bachelor	4	Mid-level IT Program Management assistance to ELMT Program. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Activities include: analyzing and managing NASA's software license portfolio; writing business cases; making recommendations on acquisition approaches; and interfacing with customers and vendors concerning ELMT portfolio management and policy.

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IT Management Specialist 3	Exempt	Bachelor	8	Senior-level IT Program Management assistance to ELMT Program. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Activities include: analyzing and managing NASA's software license portfolio; writing business cases; making recommendations on acquisition approaches; interfacing with customers and vendors concerning ELMT portfolio management and policy; and representing ELMT in meetings with customers.
IT Management Specialist 4	Exempt	Bachelor	12	Expert-level IT Program Management assistance to ELMT Program. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Activities include: analyzing and managing NASA's software license portfolio; writing business cases; making recommendations on acquisition approaches; and interfacing with customers and vendors concerning ELMT portfolio management and policy; representing ELMT in meetings with customers; and serving as subject matter expert on NASA license portfolio management issues.
Computer Operator 1	Non- Exempt	High School	0	Entry-level computer technical assistance. Uses detailed written or oral guidance to resolve common operating problems. Support includes but is not limited to assistance in: IT helpdesk operations, internal IT user support, assistance in application systems maintenance, website operations and IT security monitoring. Maintains files and records, and generates reports.
Computer Operator 2	Non- Exempt	High School	4	Mid-level computer technical assistance. Processes scheduled routines which present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions and user problems, applies standard operating or corrective procedures. Support includes but is not limited to assistance in: IT helpdesk operations, internal IT user support, assistance in application systems maintenance, website operations and IT security monitoring. Maintains files and records, and generates reports.
Computer Operator 3	Non- Exempt	High School	8	Senior-level computer technical assistance. Processes a range of scheduled routines. In addition to operating the system and resolving common error conditions and user problems, diagnoses and acts on error conditions not fully covered by existing procedures and may deviate from standard procedures if standard procedures do not provide a solution. Support includes but is not limited to assistance in: IT helpdesk operations, internal IT user support, assistance in application systems maintenance, website operations and IT security monitoring. Maintains files and records, and

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				generates reports.
Computer Operator 4	Non- Exempt	High School	12	Expert-level computer technical assistance. Adapts to a variety of nonstandard problems which require extensive operator intervention. In response to computer output instructions or error conditions, chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution; then refers problems. Support includes but is not limited to assistance in: IT helpdesk operations, internal IT user support, assistance in application systems maintenance, website operations and IT security monitoring. Maintains files and records, and generates reports.
Systems Administrator 1	Exempt	Bachelor	0	Entry-level systems administration support. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including virtual, cloud, as well as web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.
Systems Administrator 2	Exempt	Bachelor	4	Mid-level systems administration support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Performs work that requires advanced practical experience and training. Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including virtual, cloud, as well as web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and

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				<p>maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.</p>
Systems Administrator 3	Exempt	Bachelor	8	<p>Senior-level systems administration support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Performs work that requires comprehensive practical experience and training. Responsible for installing, configuring, and maintaining operating system workstations and servers, including virtual, cloud, as well as web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.</p>
Systems Administrator 4	Exempt	Bachelor	12	<p>Expert-level systems administration support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Performs work that requires expert practical experience and training. Responsible for installing, configuring, and maintaining operating system workstations and servers, including virtual, cloud, as well as web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages.</p>

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				Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.
Database Specialist 1	Exempt	Bachelor	0	Entry-level database administration and programmer support. Applies fundamental concepts, processes, practices, and procedures on technical assignments. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to scripting languages, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.
Database Specialist 2	Exempt	Bachelor	4	Mid-level database administration and programmer support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data.

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				<p>Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to scripting languages, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.</p>
Database Specialist 3	Exempt	Bachelor	8	<p>Senior-level database administration and programmer support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to scripting languages, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.</p>
Database Specialist 4	Exempt	Bachelor	12	<p>Expert-level database administration and programmer support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to scripting languages, access methods,</p>

Labor Category	Exempt/ Non- exempt	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
				access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and front-end (e.g., COGNOS)/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.
Software Developer 1	Exempt	Bachelor	0	Entry-level software development support. Applies fundamental concepts, processes, practices and procedures on technical assignments. Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Participates in development of software user manuals.
Software Developer 2	Exempt	Bachelor	4	Mid-level software development support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals.

Labor Category	Exempt/ Non- exempt	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
Software Developer 3	Exempt	Bachelor	8	Senior-level software development support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals.
Software Developer 4	Exempt	Bachelor	12	Expert-level software development support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Designs, develops, enhances, debugs, and implements software. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals.
Configuration Management Specialist 1	Exempt	Bachelor	0	Entry-level configuration management support. Applies fundamental concepts, processes, practices and procedures on technical assignments. Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.

Labor Category	Exempt/ Non- exempt	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
Configuration Management Specialist 2	Exempt	Bachelor	4	Mid-level configuration management support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.
Configuration Management Specialist 3	Exempt	Bachelor	8	Senior-level configuration management support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.
Configuration Management Specialist 4	Exempt	Bachelor	12	Expert-level configuration management support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software.
Enterprise Architect 1	Exempt	Bachelor	0	Entry-level enterprise architecture support. Applies fundamental concepts, processes, practices and procedures on technical assignments. Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.
Enterprise Architect 2	Exempt	Bachelor	4	Mid-level enterprise architecture support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access,

Labor Category	Exempt/ Non- exempt	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
				and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.
Enterprise Architect 3	Exempt	Bachelor	8	Senior-level enterprise architecture support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.
Enterprise Architect 4	Exempt	Bachelor	12	Expert-level enterprise architecture support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.
Information Assurance/Security Specialist 1	Exempt	Bachelor	0	Entry-level information assurance/security support. Applies fundamental concepts, processes, practices and procedures on technical assignments. Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which

Labor Category	Exempt/ Non- exempt	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
				<p>may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Performs all procedures necessary to ensure the safety of information systems data assets and to protect systems from intentional or inadvertent access or destruction. Ensures that all information systems are functional and secure.</p>
Information Assurance/Security Specialist 2	Exempt	Bachelor	4	<p>Mid-level information assurance/security support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Performs all procedures necessary to ensure the safety of information systems data assets and to protect systems from intentional or inadvertent access or destruction. Ensures that all information systems are functional and secure.</p>
Information Assurance/Security Specialist 3	Exempt	Bachelor	8	<p>Senior-level information assurance/security support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Determines enterprise information assurance and security standards. Develops and implements</p>

Labor Category	Exempt/ Non- exempt	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
				<p>information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Performs all procedures necessary to ensure the safety of information systems data assets and to protect systems from intentional or inadvertent access or destruction. Ensures that all information systems are functional and secure.</p>
Information Assurance/Security Specialist 4	Exempt	Bachelor	12	<p>Expert-level information assurance/security support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers' requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides</p>

Labor Category	Exempt/ Non- exempt	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
				integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Performs all procedures necessary to ensure the safety of information systems data assets and to protect systems from intentional or inadvertent access or destruction. Ensures that all information systems are functional and secure. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management.
Systems Engineer 1	Exempt	Bachelor	0	Entry-level systems engineering support. Applies fundamental concepts, processes, practices and procedures on technical assignments. Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs overall system level testing.
Systems Engineer 2	Exempt	Bachelor	4	Mid-level systems engineering support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs overall system level testing.
Systems Engineer 3	Exempt	Bachelor	8	Senior-level systems engineering support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs overall system level testing.
Systems Engineer 4	Exempt	Bachelor	12	Expert-level systems engineering support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs

Labor Category	Exempt/ Non- exempt	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
				overall system level testing.
Test Engineer 1	Exempt	Bachelor	0	Entry-level test engineering support. Applies fundamental concepts, processes, practices and procedures on technical assignments. Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
Test Engineer 2	Exempt	Bachelor	4	Mid-level test engineering support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
Test Engineer 3	Exempt	Bachelor	8	Senior-level test engineering support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis

Labor Category	Exempt/ Non- exempt	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
				of user requirements, test design and test tools selection.
Test Engineer 4	Exempt	Bachelor	12	Expert-level test engineering support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
Web Software Developer 1	Exempt	Bachelor	0	Entry-level web software development support. Applies fundamental concepts, processes, practices and procedures on technical assignments. Designs, builds and maintains web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Requires knowledge of web-based technologies including browsers, content management applications, HTML code, object-oriented technology, and graphics software.
Web Software Developer 2	Exempt	Bachelor	4	Mid-level web software development support. Applies advanced knowledge of concepts, processes, practices, and procedures on technical assignments. Designs, builds and maintains web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Requires knowledge of web-based technologies including browsers, content management applications, HTML code, object-oriented technology, and graphics software
Web Software Developer 3	Exempt	Bachelor	8	Senior-level web software development support. Applies comprehensive knowledge of concepts, processes, practices, and procedures on technical assignments. Designs, builds and maintains web pages using a variety of graphics software applications, techniques,

Labor Category	Exempt/ Non- exempt	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
				and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Requires knowledge of web-based technologies including browsers, content management applications, HTML code, object-oriented technology, and graphics software.
Web Software Developer 4	Exempt	Bachelor	12	Expert-level web software development support. Applies expert knowledge of concepts, processes, practices, and procedures on technical assignments. Designs, builds and maintains web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Requires knowledge of web-based technologies including browsers, content management applications, HTML code, object-oriented technology, and graphics software.
Customer Assistant 1	Non-Exempt	High School	0	Entry-level customer assistance. Uses detailed written or oral guidance to answer customer inquiries and resolve customer problems related to financial management, human resources, procurement, information technology and business support activities. Support includes but is not limited to assistance in: customer contact center helpdesk operations, maintaining files and generating reports.
Customer Assistant 2	Non-Exempt	High School	4	Mid-level customer assistance. Uses written or oral guidance to answer complex customer inquiries and resolve customer problems related to financial management, human resources, procurement, information technology and business support activities. Support includes but is not limited to assistance in: customer contact center helpdesk operations, maintaining files and generating reports.
Customer Assistant 3	Non-Exempt	High School	8	Senior-level customer assistance. Uses written or oral guidance to answer very complex customer inquiries and resolve customer problems related to financial management, human resources, procurement, information technology and business support activities. Support includes but is not limited to assistance in: customer contact center helpdesk operations, maintaining files and generating reports.

Labor Category	Exempt/ Non- exempt	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
Customer Assistant 4	Non- Exempt	High School	12	Expert-level customer assistance. Uses written or oral guidance and conducts research to answer very complex customer inquiries and resolve customer problems related to financial management, human resources, procurement, information technology and business support activities. Support includes but is not limited to assistance in: customer contact center helpdesk operations, maintaining files and generating reports.
Customer Specialist 1	Exempt	Bachelor	0	Entry-level knowledge and experience in customer support practices and principles. Applies fundamental concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: resolving customer inquiries and problems, developing FAQs, interfacing with process owners, analyzing trends, over-seeing customer contact center helpdesk operations, maintaining files and generating reports.
Customer Specialist 2	Exempt	Bachelor	4	Mid-level knowledge and experience in customer support practices and principles. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: resolving complex customer inquiries and problems, developing FAQs, interfacing with process owners, analyzing trends and recommending actions, over-seeing customer contact center helpdesk operations, maintaining files and generating reports.
Customer Specialist 3	Exempt	Bachelor	8	Senior-level knowledge and experience in customer support practices and principles. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: resolving very complex customer inquiries and problems, developing FAQs, interfacing with process owners, analyzing trends and recommending and implementing actions, over-seeing customer contact center helpdesk operations, maintaining files and generating reports.
Customer Specialist 4	Exempt	Bachelor	12	Expert-level knowledge and experience in customer support practices and principles. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: resolving very complex customer inquiries and problems, developing FAQs, interfacing with process owners, analyzing trends and recommending and implementing actions, managing customer contact center helpdesk operations, maintaining files and generating reports.
General Clerk 1	Non- Exempt	High School	0	Entry-level clerk assistance. This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence. Little or no subject-matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task. Support includes but is

Labor Category	Exempt/ Non- exempt	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
				not limited to assistance in: mail room operations, document imaging support, records management support and inventory support.
General Clerk 2	Non- Exempt	High School	4	Mid-level clerk assistance. This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others. Support includes but is not limited to assistance in: mail room operations, document imaging support, records management support and inventory support.
General Clerk 3	Non- Exempt	High School	8	Senior-level clerk assistance. This position uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence. The General Clerk III selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. The General Clerk III may also direct lower level clerks. Support includes but is not limited to assistance in: mail room operations, document imaging support, records management support and inventory support.
Records Management Specialist 1	Exempt	Bachelor	0	Entry-level knowledge and experience in records management practices and principles. Applies fundamental concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of records, assigning appropriate records numbers, maintaining records files and databases, participating in records audits, using electronic systems associated with records management, and generating reports.
Records Management Specialist 2	Exempt	Bachelor	4	Mid-level knowledge and experience in records management practices and principles. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of records, assigning appropriate records numbers, maintaining records files and databases, participating in records audits, providing records management training, using electronic systems associated with records management and generating reports.
Records Management Specialist 3	Exempt	Bachelor	8	Senior-level knowledge and experience in records management practices and principles. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of records, assigning appropriate records numbers, maintaining

Labor Category	Exempt/ Non- exempt	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
				records files and databases, participating in records audits, providing records management training, using electronic systems associated with records management and generating reports.
Records Management Specialist 4	Exempt	Bachelor	12	Expert-level knowledge and experience in records management practices and principles. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of records, assigning appropriate records numbers, maintaining records files and databases, participating in records audits, providing records management training, using electronic systems associated with records management and generating reports.
Graphics Design Specialist 1	Exempt	Bachelor	0	Entry-level knowledge and experience in graphics design practices and principles. Applies fundamental concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: development of information material such as flyers, posters, fact sheets, brochures, newsletters, and other promotional or information type materials. Basic skills in the use of computer applications used to provide graphics design services.
Graphics Design Specialist 2	Exempt	Bachelor	4	Mid-level knowledge and experience in graphics design practices and principles. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: development of information material such as flyers, posters, fact sheets, brochures, newsletters, and other promotional or information type materials. Skilled in the use of computer applications used to provide graphics design services.
Graphics Design Specialist 3	Exempt	Bachelor	8	Senior-level knowledge and experience in graphics design practices and principles. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: development of information material such as flyers, posters, fact sheets, brochures, newsletters, and other promotional or information type materials. Highly skilled in the use of computer applications used to provide graphics design services.
Graphics Design Specialist 4	Exempt	Bachelor	12	Expert-level knowledge and experience in graphics design practices and principles. Applies expert knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: development of information material such as flyers, posters, fact sheets, brochures, newsletters, and other promotional or information type materials. Expert skills in the use of computer

Labor Category	Exempt/ Non- exempt	Education	Experience (Years)	Labor Category Descriptions and Responsibilities
				applications used to provide graphics design services.
Property Management Specialist 1	Exempt	Bachelor	0	Entry-level knowledge and experience in property, plant and equipment (PP&E) management practices and principles. Applies fundamental concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of property, assigning property numbers, entering and tracking property information into appropriate systems, tagging property, facility management support and generating reports.
Property Management Specialist 2	Exempt	Bachelor	4	Mid-level knowledge and experience in property, plant and equipment (PP&E) management practices and principles. Applies advanced knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of property, assigning property numbers, entering and tracking property information into appropriate systems, tagging property, facility management support, providing property management training, and generating reports.
Property Management Specialist 3	Exempt	Bachelor	8	Senior-level knowledge and experience in property, plant and equipment (PP&E) management practices and principles. Applies comprehensive knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of property, assigning property numbers, entering and tracking property information into appropriate systems, tagging property, facility management support, providing property management training, and generating reports.
Property Management Specialist 4	Exempt	Bachelor	12	Expert-level knowledge and experience in property, plant and equipment (PP&E) management practices and principles. Applies knowledge of concepts, processes, practices and procedures on technical assignments. Specialist support includes but is not limited to: identifying different categories of property, assigning property numbers, entering and tracking property information into appropriate systems, tagging property, facility management support, providing property management training, and generating reports.

Service Contract Act Non-exempt Category Mapping and Government Grade Equivalents

NSSC Non-exempt Labor Category Titles	SCA Non-exempt Mapping Category Titles	Government Grade Equivalents
Secretary 1	Secretary 1	GS-4
Secretary 2	Secretary 2	GS-5
Secretary 3	Secretary 3	GS-6
Accounting Clerk 1	Accounting Clerk 1	GS-3
Accounting Clerk 2	Accounting Clerk 2	GS-4
Accounting Clerk 3	Accounting Clerk 3	GS-5
Travel Clerk 1	Travel Clerk 1	GS-5
Travel Clerk 2	Travel Clerk 2	GS-6
Travel Clerk 3	Travel Clerk 3	GS-7
Personnel Assistant 1	Personnel Assistant 1	GS-4
Personnel Assistant 2	Personnel Assistant 2	GS-5
Personnel Assistant 3	Personnel Assistant 3	GS-6
Procurement Assistant 1	Personnel Assistant 1	GS-4
Procurement Assistant 2	Personnel Assistant 2	GS-5
Procurement Assistant 3	Personnel Assistant 3	GS-6
Computer Operator 1	Computer Operator 1	GS-4
Computer Operator 2	Computer Operator 2	GS-5
Computer Operator 3	Computer Operator 3	GS-6
Computer Operator 4	Computer Operator 4	GS-7
Customer Assistant 1	Computer Operator 1	GS-4
Customer Assistant 2	Computer Operator 2	GS-5
Customer Assistant 3	Computer Operator 3	GS-6
Customer Assistant 4	Computer Operator 4	GS-7
General Clerk 1	General Clerk 1	GS-2
General Clerk 2	General Clerk 2	GS-3
General Clerk 3	General Clerk 3	GS-4

Information obtained from the Service Contract Act Directory of Occupations (5th Edition)