3.6   Verizon's WITS 3 Technical Support Services (L.30.1.3.2)

Verizon's approach to technical support services is to provide as wide and broad an offering as possible. To fully support the needs of the Federal Government, Verizon proposes all of the labor categories currently utilized in the current WITS2001 contract, which includes all of the labor categories in RFP Table C.3-2: Representative WITS3 Labor Categories. In addition, Verizon is proposing additional security, engineering, and management CLINs to support the evolving needs of the Federal Government.

Verizon has assembled an extensive and impressive team to provide technical support under WITS 3. As shown below, this team includes personnel from a wide range of Verizon-owned companies, which serve various IT markets and a select group of both small and large business partners.

VERIZON'S PRIMARY TECHNOLOGY SUPPORT SERVICE PROVIDERS
• ACCENTURE
• BECHTEL
• COMTECH
• GENERAL DYNAMICS
• ROBBINS GIOIA
• TCS
• VERIZON LOCAL EXCHANGE COMPANIES
• VERIZON FEDERAL NETWORK SERVICES, LLC

The following section identifies and describes the duties and qualifications of Verizon's proposed labor categories. The section is divided into three parts. The first part provides all of the labor categories found in RFP Table C.3-2: Representative WITS 3 Labor Categories. The second part includes the other WITS2001 labor categories currently provided by Verizon and not found in RFP Table C.3-2. The last part provides the additional, new labor categories proposed by Verizon for WITS 3.

3.6.1 Verizon's Technical Support Services Value Add

Verizon's technical support services proposal provides a number of value added benefits to the Federal Government.

- Verizon and its partners provide and are ready to continue to provide the wide range of technical support services required by the WITS 3 RFP. This allows for continuity of those services from WITS2001 and access by the Federal Government to the same experienced personnel already in place.

- To provide the greatest level of continuity and access to experienced personnel, Verizon has not only proposed the labor categories listed in the WITS 3 RFP, but also has all of the existing WITS2001 labor categories.

- The additional capabilities proposed by the new labor categories demonstrate Verizon's ability to meet the Federal Government's evolving telecommunication needs. The new labor categories make available personnel in areas such as security, Internet engineering, and management.

Verizon has successfully partnered with GSA to provide the experienced personnel needed by the Federal Government under WITS2001 and will continue to provide the required personnel under WITS 3. Verizon is providing a new level of technical support to meet the evolving needs of the Government.

3.6.2   Labor Categories and Qualifications

CATEGORY	LAN/WAN INTEGRATOR
QUALIFICATIONS	A Bachelor's degree in Electrical Engineering, Computer Science, or Information Science from accredited college or university and a minimum of four (4) years experience in the planning, design, installation, maintenance, and architecture management of LANs/WANs.
DUTIES	Responsible for overall integration of WITS 3 service delivery arrangements involving LANs and WANs including: the planning, design, installation, maintenance, management and coordination of agency LAN/WAN interfaces with the WITS 3 network (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to customer LANs/WANs. Maintains technical currency and studies vendor products to determine those which best meet agency needs. Presents

	information to management which may result in purchase and installation of hardware, software, and telecommunication equipment. Contributes technically to complex problems in the area of local and wide area networking, communications, and related hardware/software (e.g., bridges, gateways, routers, multiplexers, hubs). Recommends network security procedures and policies. Works with many network topologies and protocols (e.g., IP, MPLS, Frame Relay) as well as with multiple operating system environments (e.g., Desktop, Server, NOS).
CATEGORY	**SENIOR DATABASE/ANALYST PROGRAMMER**
QUALIFICATIONS	Must have a Bachelor of Science degree in Math, Computer Science, or Information Systems from an accredited college or university and have a minimum of six (6) years experience in the design, implementation, and maintenance of databases.
DUTIES	Under general direction, designs, implements, and maintains complex databases, access methods, device allocations, validation checks, organization, protection and security, documentation, guidelines, and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design. Works at the highest level of all phases of database management.
CATEGORY	**DATABASE/ANALYST PROGRAMMER**
QUALIFICATIONS	Must have a Bachelor of Science degree in Math, Computer Science, or Information Science from an accredited college or university and have a minimum of four (4) years experience in the design, implementation, and maintenance of database.
DUTIES	Under general supervision, design, implement, and maintain moderately complex databases, access methods, device allocations, validation checks, organization, protection and security, documentation, guidelines, and statistical methods. Includes maintenance of database dictionaries and integration of systems through database design. Work will be performed in most phases of database management
CATEGORY	**SENIOR APPLICATIONS SYSTEMS ANALYST**
QUALIFICATIONS	A Bachelor's degree in Math or Computer Science from an accredited college or university and a minimum of nine (9) years experience in the design and development of complex ADP systems. Broad knowledge of database, data communications, and networking theory and concepts as applied to mainframe, minicomputer, and microcomputer platforms. Must be capable of conversing with technical and managerial personnel to determine applicable programs, agency plans, and other factors affecting systems design requirements.
DUTIES	Formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems involving computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Analyzes and revise existing system logic difficulties and documentation as necessary. Has full technical knowledge of all phases of applications systems analysis. Also has duties instructing, directing, and checking the work of other systems analysis personnel. Responsible for quality assurance review. Functions as project leader. Communicates with technical and managerial personnel to determine applicable programs, agency plans, and other factors affecting systems design requirements.
CATEGORY	**APPLICATIONS SYSTEMS ANALYST**
QUALIFICATIONS	Must have a Bachelor's degree in Math or Computer Science from an accredited college or university and a minimum of six (6) to eight (8) years of progressively more difficult analytical and/or technical experience performing systems analysis on telecommunications systems. Must possess substantive knowledge of analytical techniques, be skilled in collecting and manipulating data from various sources, and be skilled in using structured analytical methods. In addition, the Applications Systems Analyst must possess a knowledge of telecommunications technologies and of computer-based modeling tools.
DUTIES	Under general direction, formulates and defines system scope and objectives. Devises or modify procedures to solve complex problems involving computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Analyze and revise existing system logic problems as

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	required and document as necessary. Works at the highest technical level of all phases of applications systems analysis activities. Works with various telecommunications technologies and computer-based modeling tools.
CATEGORY	**SYSTEMS ENGINEER**
QUALIFICATIONS	A bachelor's degree from an accredited college or university in engineering, computer science, or information systems. Must have at least seven years of experience in design, development, optimization, or implementation of software, hardware, and business systems. Must have experience in designing, implementing, or operating network management systems that support telecommunications operations. The breadth of experience must include information technology assessment and optimization, and business process analyses that cross organizational boundaries. Must be current in information technology and information structures to support organizational goals. Must have experience working at the corporate level in the development of strategic and enterprise plans.
DUTIES	Performs engineering functions which include studies, analyses, and implementation. Identify, evaluate, and implement information technology to integrate organizations systems and interface with customers and suppliers; enable users to access and manipulate information across a wide variety of technology platforms and organizational boundaries. Evaluates functions from an enterprise and strategic perspective. Designs, implements, and operates network management systems that support telecommunications operations. Works at the corporate level in the development of strategic and enterprise plans.
CATEGORY	**VOICE COMMUNICATIONS SPECIALIST – PLANNING AND IMPLEMENTATION**
QUALIFICATIONS	Must be a high school graduate with a minimum of eight (8) years experience in software/hardware voice network design and analysis.
DUTIES	Ensures that adequate and appropriate planning is provided for hardware and communications facilities. Develops and implement methodologies for analysis, installation and support of voice communications systems. Provides coordination in the analysis, acquisition, and installation of hardware and software. Interfaces with internal/external customers and vendors to determine system needs. Manages the training and activities of a staff responsible for system and network planning and analysis activities. Performs tasks involving billing/chargeback as required.
CATEGORY	**DATA COMMUNICATIONS SPECIALIST – PLANNING AND IMPLEMENTATION**
QUALIFICATIONS	Must be a high school graduate with a minimum of eight (8) years experience in software/hardware LAN and WAN network design and analysis.
DUTIES	Ensures that adequate and appropriate planning is provided for hardware and communications facilities to develop and implement methodologies for analysis, installation and support of distributed processing systems. Provides coordination in the analysis, acquisition, and installation of hardware, software, and facilities. Manages the training and efforts of a staff engaged in system and network planning, analysis, and monitoring activities.
CATEGORY	**ORGANIZATIONAL DEVELOPMENT MANAGER**
QUALIFICATIONS	A Master's degree with a concentration in organizational development, and at least five (5) years experience in organization development, including analysis of organizational functions, development of performance criteria and measurements, designing training plans and curriculums, and conducting training. At least two (2) years of this experience shall have been spent in the telecommunications field. In addition, the Organization Development Manager shall have two (2) years experience managing an organization development function in an organization of five hundred (500) or more people.
DUTIES	Responsible for assisting agencies in organizing and managing their telecommunications and other related services in a multi-vendor environment. Duties include directing tasks related to organization analysis, performance criteria and measurements, task analysis, and development and presentation of training curricula for large organizations.

CATEGORY	ORGANIZATIONAL DEVELOPMENT SPECIALIST
QUALIFICATIONS	A Bachelor's degree with a concentration in organizational development. In addition, at least three (3) years experience in the analysis of organizational functions, development of operating procedures, development of performance criteria and measurements, developing training curriculums and conducting training. At least one (1) years of this experience shall have been spent in the telecommunications field.
DUTIES	Supports tasks related to organization analysis, development of operating procedures, and training. Analyzes organizational functions, develops operating procedures, develops performance criteria and measurements, develops training curricula and conducts training in a telecommunications organization.
CATEGORY	COMMUNICATIONS ANALYST
QUALIFICATIONS	Must be a high school graduate with a minimum of five (5) years experience in telecommunications, with emphasis in network design, traffic engineering, equipment, and telecommunications carrier practices and procedures. Knowledge of traffic flow and client requirements, operating procedures, and traffic study techniques are essential. Desirable to have experience in performing technical and economic studies of existing telephone systems. Must be capable of conversing with technical and managerial personnel to determine applicable programs, agency plans, and other factors affecting telecommunications systems design requirements.
DUTIES	Under general direction, assists in the planning, design, and implementation of communications networks. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs, conduct feasibility studies for large projects, develop requests for proposals, evaluate vendor products, and make recommendations on selection. Analyzes traffic flow, client requirements, operating procedures, and traffic study techniques. Performs technical and economic studies of existing telephone systems. Communicates with technical and managerial personnel to determine applicable programs, agency plans, and other factors affecting telecommunications systems design requirements.
CATEGORY	SENIOR COMMUNICATIONS ANALYST
QUALIFICATIONS	Must be a high school graduate and have a minimum of eight (8) years experience in installation, repair, and maintenance of electronic computer based systems with four (4) years experience in the areas of voice and/or data transmission facilities. Must have direct work experience with various transmission media including two and four wire transmission, microwave, fiber optics, satellite, and other. Four (4) years of the required experience must be in the direct testing, evaluation, and quality assurance of voice or data networks.
DUTIES	This position is similar to a senior telecommunications technician in that the Senior Communications Analyst must be familiar with all aspects of voice and data telecommunications services. This individual will interact with end users and determine the most appropriate way to resolve their telecommunications issues. Specific functions, include processing service requests and inquiries; negotiating service orders, assigning and tracking telephone numbers; verification of programming and cable facilities, building voice mail boxes/application; tracking and preparing billing media, and dispatchingtechnicians. The Senior communications Analyst will also perform test, analysis, and record-correction functions; prepare cut sheets and floor plans; and provide end user training.
CATEGORY	CABLE INSTALLER
QUALIFICATIONS	Must be a high school graduate and have at least four (4) years experience in installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable.
DUTIES	Performs installation of telephone, coaxial, and fiber optic cables, including vertical and horizontal cable pairs to the desktop. Locates and diagnoses signal transmission defects using various test equipment and visual inspection. Uses tools and related test equipment, ground power equipment, and pressure equipment. Prepares necessary written reports. Communicates effectively with technical and management personnel, as required.

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CATEGORY	CABLE SPLICER
QUALIFICATIONS	Must be a high school graduate and certified for splicing of copper and fiber optic cable. Must have at least four (4) years experience in splicing, installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable.
DUTIES	Performs splicing, inspecting, maintaining, overhauling, repairing, and installing splice cases for telephone, coaxial, fiber optic, and outside plant cable. Locates and diagnoses signal transmission defects using various test equipment and visual inspection. Uses cable splicing and lineman's tools and related test equipment, ground power equipment, and pressure equipment. Communicates effectively with technical and management personnel, as required.
CATEGORY	TRAINING SPECIALIST
QUALIFICATIONS	This position requires a minimum of five (5) years experience, two (2) years of which must be specialized. Specialized experience includes experience in developing and providing end-user training on voice/data telecommunications services and/or hardware and system operation.
DUTIES	Using course material, provides training to customers as specified in the task order. Develops and provide end-user training on voice/data telecommunications services and/or hardware and system operation. Prepares student materials, including handouts, completion certificates, and course critique forms. Conducts formal classroom courses, workshops, and seminars, as needed.
CATEGORY	TECHNICAL DRAFTSMAN
QUALIFICATIONS	Must be a high school graduate and have at least two (2) additional years of education or technical training, to include computer-aided drafting. Must have a minimum of four (4) years experience in technical drafting, with an emphasis on telecommunications wiring documentation and outside plant facilities. Must be knowledgeable, capable, and experienced in the use of computer based drafting tools.
DUTIES	Provides drafting support, both manual and computer aided, for other skill categories in documenting current or existing systems, proposed systems, technical job drawings, etc., as required, with an emphasis on telecommunications documentation and outside plant facilities wiring. Communicates effectively in writing and orally with all levels of technical and management personnel
CATEGORY	TECHNICAL WRITER/EDITOR
QUALIFICATIONS	Must have a Bachelor's degree from an accredited college or university and at least three (3) years of technical writing and editing support in system development, automated office support systems, telecommunications documentation, and other technical material as required. A minimum of one (1) year editing experience in the technical publication field involving engineering, scientific or academic discipline is required.
DUTIES	Prepares and edits telecommunications documentation incorporating information provided by the client, specialists, analysts, engineers, and operations personnel. Documentation emphasizes telecommunications and data systems and associated terminology. Duties include the writing, editing, and graphic presentation of technical information for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation according to defined standards. Communicates effectively in writing and orally with all levels of technical and management personnel, as required.
CATEGORY	DATA ENTRY OPERATOR
QUALIFICATIONS	Must be a high school graduate and have at least one (1) year experience in data entry and verification using contemporary data entry devices.
DUTIES	Applies experience and judgment in selecting procedures to be followed and in searching for, interpreting, selecting, and coding items to be entered into a machine-readable format from a variety of source documents.

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CATEGORY	TELECOMMUNICATIONS TECHNICIAN
QUALIFICATIONS	Must be a high school graduate and have a minimum of four (4) years experience in installation, repair, and maintenance of electronic computer based systems and four (4) years experience in the areas of voice and/or data transmission facilities. Must have direct work experience with various transmission media including two and four wire transmission, microwave, fiber optics, satellite, and other. Two (2) years of the required experience must be in the direct testing, evaluation, and quality assurance of voice or data networks.
DUTIES	Monitors vendors' installation of equipment, and performing system testing and evaluation activities. Inspects and review hardware installation, wiring, power, grounding, system database validation, and other activities to ensure quality installation of services for the client. Performs adjunct installation, deinstallation, and relocation activities including, but not limited to, site preparation and installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, and associated hardware and software. Tests quality assurance of voice and data switching equipment. Installs and/or maintain LAN/WAN equipment or networks of LANs/WANs. Communicates effectively in writing and verbally with all levels of technical and management personnel, as required. Performs network testing, analysis, and optimization. Applies transmission engineering principles to existing networks to ensure receipt of quality voice and data telecommunications services.
CATEGORY	SENIOR TELECOMMUNICATIONS TECHNICIAN
QUALIFICATIONS	Must be a high school graduate and have a minimum of eight (8) years experience in installation, repair, and maintenance of electronic computer based systems with four (4) years experience in the areas of voice and/or data transmission facilities. Must have direct work experience with various transmission media including two and four wire transmission, microwave, fiber optics, satellite, and other. Four (4) years of the required experience must be in the direct testing, evaluation, and quality assurance of voice or data networks.
DUTIES	Provides in-depth analysis of trouble conditions and facilitate repair efforts. Works independently or coordinate a team of technicians as necessary. Monotors vendors' installation of equipment, and perform/coordinate system testing and evaluation activities. Inspects and reviews hardware installation, wiring, power, grounding, system database validation, and other activities to ensure quality installation of services for the client. May perform adjunct installation, deinstallation, and relocation activities including, but not limited to, site preparation and installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, and associated hardware and software. May be assigned to tasks requiring quality assurance testing of voice and data switching equipment. May install and/or maintain LAN/WAN equipment or networks of LANs/WANs. Is expected to communicate effectively in writing and verbally with all levels of technical, engineering, and management personnel, as required. Coordinates the repair of large or complex troubles. Performs in the area of network testing, analysis, and optimization. Able to apply transmission-engineering principles to existing networks to ensure receipt of quality voice and data telecommunications services.
CATEGORY	PROGRAM MANAGER
QUALIFICATIONS	Must have a minimum of ten (10) years of general telecommunications experience and a bachelor's degree in a technical discipline relating to the required service, with at least eight (8) years specialized experience in the management of voice and data telecommunications systems. Specialized experience includes: substantial telecommunications project development and management from inception of deployment; proven expertise in the management and control of funds and resources; and demonstrated capability in managing multiple tasks in telecommunications support.
DUTIES	Responsible for all phases of contract management, work flow, and resource management; and for the quality of the program and deliverables, timeliness, minimization of problems, risk assessment and program performance.
CATEGORY	PROJECT MANAGER

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QUALIFICATIONS	Bachelor's degree required. One year of relevant professional experience may be substituted for each year of college education required (4). Must have a minimum of eight (8) years business experience in the fields of computer systems, communications or systems integration related fields. A minimum of three (3) years Project Management experience is required.
DUTIES	Overall responsibility for company performance on specific programs or projects. Functions as the leader, manager, and coordinator of all contributing disciplines and resources in the completion of projects or management of the program. Engage in: assigning tasks; establishing and maintaining task schedules; maintaining liaison between appropriate engineering personnel and the customer to ensure effective coordination of all projects or program efforts; preparing and adhering to project cost and staffing plans; preparing plans, proposals, and briefings. Also provide management of contract negotiations and company representation with customers and subcontractors as required.
CATEGORY	**SENIOR DEVELOPER**
QUALIFICATIONS	The Senior Developer is a seasoned professional with a thorough and well-rounded knowledge of advanced html, java scripting, site and database architecture and integration and modification of Active Server Page scripts. The Senior Developer will also have a basic understanding of graphic design, including Macromedia Flash and multimedia integration. He/she will also have project management/team supervision skills, be well-versed in content writing and Internet communications strategy and have sufficient programming knowledge to supervise senior programmers.
DUTIES	Responsible for the design and engineering of the Web site and be the customer interface for all technical Web development issues.
CATEGORY	**SENIOR PROGRAMMER**
QUALIFICATIONS	He/she has advanced-level knowledge of Active Server Page, visual basic and cgi programming. The Senior Programmer will have the ability to program in C++ and Visual Interdev and to write javascripts and java applets.
DUTIES	Perform all advanced programming associated with the development or modification of a Web page and will also be responsible for database development and management (SQL and MS Access) as it applies to the Internet.
CATEGORY	**APPLICATIONS PROJECT MANAGER**
QUALIFICATIONS	He/she is a professional project manager with expertise in software and web-authoring type projects.
DUTIES	Coordinate all tasks associated with the Web-authoring project and will ensure that all tasks are completed on time and meet the customer requirements.
CATEGORY	**SENIOR GRAPHIC DESIGNER**
QUALIFICATIONS	The Graphic designer is a unique individual with advanced level knowledge and considerable talent/flair in graphic design. He/she will be efficient in the use of Adobe PhotoShop, Illustrator and various desktop publishing and draw programs. He/she will be advanced in the production of animations, both through gifs and Macromedia Flash. The Graphic Designer will be proficiency in optimizing graphic file size for quick download. This person will also be proficient in HTML.
DUTIES	Efficient in the use of Adobe PhotoShop, Illustrator and various desktop publishing and draw programs. Advanced in the production of animations, both through gifs and Macromedia Flash. Proficient in HTML and optimizing graphic file size for quick download.
CATEGORY	**MID-LEVEL DEVELOPER**
QUALIFICATIONS	The Mid-Level Developer will possess a Bachelor of Arts degree or have five years applicable experience. The Mid-level programmer will have a strong knowledge of HTML and the broad functionality and capabilities of data driven, dynamic content sites and of database structure and management. He/she will have the ability to customize ASP pages

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	and java scripts, basic level proficiency in graphic design and possess good supervisory and training skills in working with junior developers.
DUTIES	Customize ASP pages and java scripts, basic level proficiency in graphic design and possess good supervisory and training skills in working with junior developers.
CATEGORY	**JUNIOR DEVELOPER**
QUALIFICATIONS	The Junior Developer is an entry-level developer who has good overall computer literacy. Junior Developers work under the supervision of the Mid- level Developer to ensure the quality of their work. He/she must have some basic knowledge of html, theory and structure of websites, ability to upload and download using FTP without error, and the ability to use web-based forms.
DUTIES	The Junior Developer is an entry-level developer who has good overall computer literacy. Junior Developers work under the supervision of the Mid-Level Developer to ensure the quality of their work.
CATEGORY	**ASBESTOS HAZARDOUS MATERIALS SYSTEMS TECHNICIAN**
QUALIFICATIONS	• State certified • Trained and equipped to perform all installation and maintenance in connection with potentially Hazardous Environments, such as working in ceilings with asbestos wrapped pipes or Lead painted walls • Equipped with the consumables needed to work in this environment, but are not equipped with vehicles. • Is required by OSHA to have Class III certification for competent persons, where the potential for less than 25 square feet of ACM may be disturbed. Is trained to manage his/her actions so as not to disturb asbestos. Is not trained to abate, handle, wear breathing mask, or come in contact with asbestos in any way. If asbestos is detected in the air, he/she is required to leave the area until abatement is completed (by another vendor) and the air quality proves to be clean by the air particle monitor tests (performed by the abatement organization).
DUTIES	Works on Customer Premises on the customer's side of the Rate Demarcation Point. Performs work in connection with placement, rearrangement, and removal of wire and cable, and associated equipment in or on customers' buildings. In connection with these duties: • Connects wire and cable to terminals and attaches various kinds of hardware to wires, cables or buildings. • Performs verification tests for basic line status. • Erects and removes framework. • Transports, uncrates and inventories equipment. • Provides assistance to other personnel as they perform their required tasks. • State certified. • Trained and equipped to perform all installation and maintenance in connection with potentially Hazardous Environments, such as working in ceilings with asbestos wrapped pipes or Lead painted walls. • Equipped with the consumables needed to work in this environment, but are not equipped with vehicles. • Installs, erects and removes framework, conduit, tubing, core drills and makes penetrations within an environment where he may disturb asbestos containing materials (ACM). • Performs work including installation, rearrangement, and maintenance for products and services such as copper, fiber optics, broadband video services and CAT 5.
CATEGORY	**SENIOR ASBESTOS HAZARDOUS MATERIALS SYSTEMS TECHNICIAN**
QUALIFICATIONS	In addition to the qualifications described in the Asbestos Hazardous Materials Systems

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	Technician Job Description, Senior Asbestos Hazardous Materials Systems Technicians are—
	Trained and equipped to perform all activities needed for the installation and maintenance of basic analog and digital services on customer premises or in the Network, with the following exceptions:
	• Protocol Analysis of digital facilities
	• Services that require end-to-end measurement and adjustment of transmission levels
	• Multiplexed installation and maintenance, copper or fiber optic based
	• Installation, rearrangement, or maintenance on common equipment associated with key or electronic key equipment
	The Senior Asbestos Hazardous Materials Systems Technicians are qualified to work aloft in Outside Plant and drive vehicles; the CLIN rates include the services of the technician and the use of a vehicle. Technicians are equipped with common tools and test equipment routinely required for the installation and maintenance of basic telephone service on customer premises when over copper facilities.
DUTIES	In addition to the duties described in the Asbestos Hazardous Materials Systems Technician Job Description, Senior Asbestos Hazardous Materials Systems Technicians are trained and equipped to perform all activities needed for the installation and maintenance of basic analog and digital services on customer premises or in the Network, with the following exceptions:
	• Protocol Analysis of digital facilities.
	• Services that require end-to-end measurement and adjustment of transmission levels.
	• Multiplexed installation and maintenance, copper or fiber optic based.
	• Installation, rearrangement, or maintenance on common equipment associated with key or electronic key equipment.
CATEGORY	**DOCUMENTATION SPECIALIST**
QUALIFICATIONS	• 3–5 years minimum as a technical and/or technical training documentation writer.
	• Has thorough understanding of configuration management practices.
	• Has thorough knowledge of desktop publishing software package(s).
DUTIES	Responsible for the creation and maintenance updating of required technical documentation (both hardware and software) and technical training materials. Works with project and staff managers and engineers on content and format of documentation. Works with little guidance. Provides documentation project planning and direction. Reports to Project Manager.
CATEGORY	**SENIOR NETWORK SYSTEMS ENGINEER**
QUALIFICATIONS	• Bachelor's degree required.
	• Certified Network Engineer for one or more network systems.
	• Five(5) years minimum experience in network engineering field.
DUTIES	Participates in engineering projects and network implementations involving the extension and application of highly advanced engineering and networking principles and concepts. Capable of networking design implementation. Performs work that may include a variety of complex features and requires multi- or interdisciplinary approaches. Conducts advanced and state-of-the-art assignments under general supervision. Provides technical information for, and final technical editing of, all documents and proposals. Provides diagnosis of, and resolution for, complex networking and engineering problems.
CATEGORY	**SENIOR SPECIAL APPLICATIONS SYSTEMS ENGINEER**
QUALIFICATIONS	• Install system hardware, maintenance and administration terminals, modems and any associated PC ancillary equipment.
	• Connect all equipment requiring power to power source provided.
	• Run cables to main distributing frame or cross-connect field. Connect modems for

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	remote access by offsite engineers.
	• Assemble and install specially designed furniture as required to support the application, including but not limited to other adjunct devices such as remote recorders, telephone jacks, hand/headsets, clocks, special button strips, radio circuit interface equipment, etc.
	• Perform system translations and administrative tasks, coordinating with customers or responsible project managers.
	• Test and troubleshoot using remote engineering support, product developers and designers prior to cutover to ensure equipment and design integrity.
	• Provide support during cutover.
	• Perform software and hardware upgrades.
	• Must have a Bachelor's degree in Math or Computer Science from an accredited college or university and a minimum of six (6) to eight (8) years of progressively more difficult analytical and/or technical experience performing systems analysis on telecommunications systems. Must possess substantive knowledge of analytical techniques, be skilled in collecting and manipulating data from various sources, and be skilled in using structured analytical methods. In addition, the Special Applications Systems Engineer must possess a knowledge of telecommunications technologies.
DUTIES	Communicates during installation with TIER III and IV engineers and product designers as well as with customers to coordinate administration and troubleshooting of systems being installed. Responsible for test of all installed equipment and is capable of operating and understanding test devices such as frequency and data signal generators, oscilloscopes, transmission measuring equipment, volt-ohm meters. Responsible for documenting installation work activities and coordinating those activities with customers.
	• Installs system hardware, maintenance and administration terminals,
	• Modems and any associated PC ancillary equipment.
	• Connects all equipment requiring power-to-power source provided.
	• Runs cables to main distributing frame or cross-connect field. Connect modems for remote access by offsite engineers.
	• Assembles and installs specially designed furniture as required to support the application, including but not limited to other adjunct devices such as remote recorders telephone jacks, hand/headsets, clocks, special button strips, radio circuit interface equipment, etc.
	• Performs system translations and administrative tasks, coordinating with customers or responsible project managers.
	• Tests and troubleshoots using remote engineering support, product developers and designers prior to cutover to ensure equipment and design integrity.
	• Provides support during cutover.
	• Performs software and hardware upgrades.
CATEGORY	**ENGINEERING ASSISTANT**
QUALIFICATIONS	• Normally assigned daytime hours but must accommodate exceptions to meet customer needs. Overtime may be required. May be assigned to work extended tours (one week or more) away from home.
	• Ability to present technical subject matter in English, both orally and in writing.
	• Ability and willingness to spend the day in outdoor activities, traverse rough terrain on foot, carry range rods, drive stakes, and occasionally use a brush axe in rural areas. (Outside Plant only).
	• Willingness to work primarily in an office environment.
	• Where driving is required, a valid state driver's license with a satisfactory driving record is required. Must have ability to drive vehicle with manual gearshift.
DUTIES	Uses standard design techniques (including computerized tools), planning documents and other records to perform work (other than that of a clerical nature) required to:

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	• Analyze service and trunk orders.
	• Design and lay out trunk and special service circuits (including the calculation of transmission levels and the specification of equipment settings).
	Prepares or directs the preparation of Circuit Orders and Circuit Layout Records for field forces. Provides technical consultation with field forces in connection with trunk and special circuit design matters. May use computer terminal to obtain records information. Uses standard design techniques (including computerized tools), planning documents and other records and self-prepared field notes to perform work (other than that of a clerical nature) required to design and prepare complete outside plant engineering work plans and to prepare data (including detail and facing sheets and memoranda) for approval by management in connection with cost estimates for specific estimates and work orders. Negotiates and coordinates on outside plant engineering matters, including rights of way, with field forces, private owners, customers and third party representatives in the building industry, other utilities and government agencies. May use computer terminal to obtain records information.
CATEGORY	**CALL CENTER PROJECT MANAGER**
QUALIFICATIONS	• Minimum of 5 years of experience supporting complex and critical applications, preferably in the telecommunications or computer industry
	• Project management experience and proven team leadership skills
	• Strong communication and customer interaction skills
	• Education in TCP/IP with a general knowledge of LAN and WAN architecture implementing applications across TCP/IP networks
	• Education in UNIX and Windows Client/Server operating systems, PC applications (design and integration), with an understanding of relational databases
	• Knowledge of ISDN, POTS, and T1 network services as well as PBX, IVR, and ACD or voicemail systems
DUTIES	Provides project management services to oversee the entire call center implementation.
	• Oversees all project tasks
	• Provides and maintain a master plan
	• Coordinates efforts with customer and vendor project managers and personnel
CATEGORY	**CALL CENTER FIELD ENGINEER**
QUALIFICATIONS	• AS, BS or equivalent technical experience and three or more years of experience in a customer support role supporting complex and critical applications
	• Education in TCP/IP with a general knowledge of LAN and WAN architecture implementing applications across TCP/IP networks
	• Education in UNIX and Windows Client/Server operating systems, PC applications (design and integration), and have an understanding of relational databases. Able to perform installation of Operating Systems and databases
	• Knowledge of ISDN, POTS, and T1 network services as well as PBX, IVR, and ACD or Voicemail systems
DUTIES	Installs call center applications, including on-site pre-installation planning; remote pre-installation support (telecommunications service coordination, etc.) on-site support for installation, and on-site support for system cutover, as follows:
	• Cut over remote agents and supervisors
	• Create or configure new agents, nodes, applications, views and skill groups
	• Build or load normal, holiday, or emergency routing
	• Add or move agents or major components such as a server, supervisor station, or contact server
	• Perform upgrades, moves, changes, and adds
	• Create customized reports

	• Provide recommendations on back-up procedures
CATEGORY	**CALL CENTER APPLICATION DESIGN ENGINEER**
QUALIFICATIONS	• BA/BS degree or equivalent experience in Engineering or Computer Science • One to three years of telecommunications and software industry experience • Web Development – Java, HTML • C, C++, Windows NT, Visual Basic, relational databases • ACD, IVR and CTI experience desired • Strong customer interaction skills • Excellent communication skills
DUTIES	Designs, integrates, and supports comprehensive communications solutions featuring voice, data, and mixed-media applications. Documents the requirements and the functional design specification. Defines acceptance criteria for implementation. Develops, tests and installs the solution.
CATEGORY	**WIRE TECHNICIAN**
QUALIFICATIONS	High school graduate or GED with a minimum of 3 years experience in installation of cable and wire systems. Certification with Cat 5 and/or CAT 6 cabling systems.
DUTIES	Performs installation of various telephone, coaxial, and fiber optic cables, which may include vertical and horizontal cables. Performs installation, deinstallation, and relocation activities including but not limited to site preparation and installation and/or remove of cable and wire systems. Performs installation of voice and LAN cabling to meet specific requirements of the manufacturer and BICSI with regard to the requirements of category 5 and 6 voice and LAN cable. Uses complex test equipment to perform quality assurance of voice and LAN wire to meet BICSI specifications. Keeps and provides detailed records and drawings of cable and wiring plants. Communicates effectively in writing and verbally with all levels of technical and management personnel, as required.
CATEGORY	**REPAIR SERVICE CLERK**
QUALIFICATIONS	Minimum of 2 years of experience in telecommunications. Experienced using personal computers and the Microsoft Office Suite products
DUTIES	Under general direction, receives service problems from customers and/or computer systems and then refers them to the appropriate work groups. Analyzes telecommunications troubles, test line conditions and advises customers of status of the trouble report. Maintains thorough computer systems line records. Interacts with other service centers to resolve troubles. Operates computer terminals and other office machines such duplicating equipment.
CATEGORY	**VOICE MAIL ADMINISTRATOR**
QUALIFICATIONS	Have certification in administration and maintenance of the Octel platforms. Have excellent customer service skills. Experienced using personal computers and the Microsoft Office Suite products.
DUTIES	Under general direction, receives and processes requests for Octel Voice Mail services. Performs analysis on troubles to accomplish resolution. Maintains database and hardware on the Octel 350 platform systems. Demonstrates good oral communications with the customer and other work groups involved in providing telecommunications services. Maintains thorough computer systems line records. Interacts with other service centers to resolve troubles. Operates computer terminals and other office machines such as duplicating equipment.
CATEGORY	**VOICE MAIL CLERK**
QUALIFICATIONS	Minimum of 3 years experience in Octel voice messaging system or certification in the Octel platforms. Excellent customer service skills. Experienced using personal computers

	and the Microsoft Office Suite products.
DUTIES	Under general direction, receives and processes requests for Octel Voice Mail services. Performs analysis on troubles to accomplish resolution. Demonstrates good oral communications with the customer and other work groups involved in providing telecommunications services. Maintains thorough computer systems line records. Interacts with other service centers to resolve troubles. Operates computer terminals and other office machines such duplicating equipment.
CATEGORY	**SPECIAL CLERK**
QUALIFICATIONS	High School graduate or equivalent. Eight (8) years minimum business experience in clerical fields, desirable. Must be literate in personal computers to include Microsoft Word, Excel, Power Point and other data base systems.
DUTIES	Under general direction prepares reports with emphasis on accuracy; analyze and summarize data. Has the experience to operate various office machines such as computer terminals and reproducing machines. Is proficient in the use of Microsoft Word, Microsoft Excel, Microsoft Power Point and other related office suite products. Can communicate with customers and outside business firms to accomplish job tasks.
CATEGORY	**REPAIR CENTER TEAM LEADER**
QUALIFICATIONS	Business experience in telecommunications field. Must be literate in personal computers to include Microsoft Word, Excel, Power Point and other database systems.
DUTIES	This is a management supervisory position. The Team Leader is responsible for the "single point of contact" center that receives trouble reports from customers, receives and dispatched orders from the customer and functions as central point for customer issues. The team leader is responsible for the repair clerks, maintenance administrators, voice mail clerks and the voice mail administrator. The team leader may also function as the project manager for customer projects.
CATEGORY	**CENTRAL OFFICE TECHNICIAN**
QUALIFICATIONS	Excellent customer service skills. Certification in routine and maintenance of switching systems, Lucent 5E or DMS200. Experienced using personal computers and the Microsoft Office Suite products. Able to complete 6 or more weeks of classroom training.
DUTIES	Under general direction, monitors, analyzes, and repairs switching related equipment. Assists with or performs system and equipment installations, acceptance testing, and initialization. Extracts routine system and customer reports as required. Maintains accurate and complete records. Performs distribution frame wiring as required. Performs testing, analyzes data, and interprets manuals and wiring diagram to locate and clear trouble conditions in switching equipment, computer systems, data networks, and associated peripherals. Demonstrates good oral communications with the customer and other work groups involved in providing telecommunications services. Maintains thorough computer systems line records. Interacts with other service centers to resolve troubles. Operates computer terminals and other office machines such as duplicating equipment.
CATEGORY	**STOREKEEPER**
QUALIFICATIONS	Minimum 5 years experience in storeroom administration and operations is desirable. Experience using personal computers and the Microsoft Office Suite products is desirable.
DUTIES	Under general direction, orders, receives, and takes inventory of supplies, cable, materials, and tools. Selects, addresses (labels), and stages supplies for distribution. Performs general office functions, including verifying shipments for accuracy, documenting discrepancies, and issuing claims. Communicates clearly and effectively with suppliers and customers.
CATEGORY	**MAINTENANCE ADMINISTRATOR**
QUALIFICATIONS	High School graduate or equivalent. Knowledge and experience in telecommunications functions. Strong communications skills. Able to overlap functions. Ability to negotiate with

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	customers and interact with other work groups. Experienced using personal computers and the Microsoft Office Suite products.
DUTIES	Receives trouble reports via computer terminals or directly from customers. Screens and tests customer reported problems to facilitate repair efforts. Contacts customers to negotiate dates and times; accesses arrangements as necessary to facilitate trouble resolution. Maintains customer records, prepares technician dispatch activity logs, functions as the customer's representative to other work groups. Monitors repair and installation workloads to meet commitment times.

Additional WITS2001 Labor Categories

CATEGORY	SERVICE VISIT PERSONNEL
QUALIFICATIONS	Qualifications will vary depending on the nature of the customer's request/service visit. Must have the appropriate education, training, and direct work experience needed to coincide with the work to be performed for each visit.
DUTIES	In response to a customer's request, will be assigned tasks that are not part of the basic service (go beyond the service delivery point) and dispatched to the customer's premises. Tasks include but are not limited to wire repair work not covered by a maintenance plan; customer-caused damage repairs to CPE or wire under a maintenance plan; specific troubles or uncoordinated immediate requests that are not part of a planned project or conversion; and end-user on-site digital subscriber line support. Is expected to communicate effectively in writing and verbally with all levels of technical, engineering, and management personnel, as required. Will be expected to work independently or coordinate a team as necessary. This labor category permits the contractor to recover costs in the event the contractor responds to a customer requested trouble call and no problems are found or when no one is available to allow entry or when a dispatch date and time are arranged but the customer isn't available to receive a delivery.

CATEGORY	AVAYA PROJECT MANAGER
QUALIFICATIONS	• Avaya Certified Associate Communications Networking (ACACN) Certification • Master's Certificate in Project Management • Completion of Analyze the Design and Plan the Implementation Avaya University Course and Assessment (AVA00111AEN) • Completion of MultiVantage Overview Course and Assessment (BTT153W2A).
DUTIES	• Coordinates the installation of Avaya products and/or systems at customer sites • Schedules and may perform pre-installation site review/evaluation for adequate infrastructure • Ensures that the proper materials and manpower arrive at the customer site on a timely basis for the installation of Avaya equipment • Manages installation problem resolution with assigned customer accounts • Coordinates interactions between the customer, systems engineering, field process engineering, field service engineering, manufacturing, logistics and third-party vendors • If necessary, escalates installation issues to the appropriate organization • Provides solutions to a diverse range of moderately complex problems.

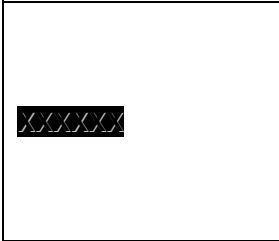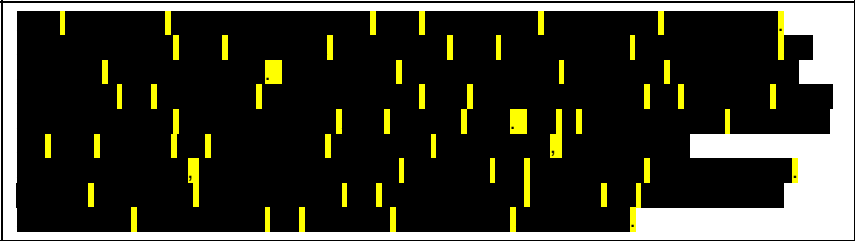| CATEGORY	AVAYA PROGRAM MANAGER
QUALIFICATIONS	• ACACN Certification • Project Management Professional (PMP) Certification (Awarded by Project Management Institute) • Avaya Certified Specialist Communications Implementation (ACSCI) Certification • Master's Certificate in Project Management • Completion of Analyze the Design and Plan the Implementation Avaya University

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	Course & Assessment (AVA00111AEN)
	• Completion of MultiVantage Overview Course & Assessment (BTT153W2A)
	• One other industry recognized certification, i.e. Microsoft, Cisco, Nortel, etc.
DUTIES	• Oversees very large and complex provisioning projects including installations or systems additions
	• Provides total project leadership and is directly accountable for the project team's performance
	• Defines milestones, reserves resources, coordinates with multiple vendors/services providers
	• Coordinates project activities, resource scheduling, contractual compliance, customer satisfaction
	• Maximizes profitability of project.
CATEGORY	**AVAYA SOFTWARE ASSOCIATE**
QUALIFICATIONS	• ACACN Certification
	• Completion of MultiVantage Overview Assessment (BTT153W2A)
	• Completion of MultiVantage Advanced Admin for SIS assessment (BTP068A) and supporting courses
	• Completion of Modular Messaging Overview assessment and course (AVA00029WEN)
	• Completion of Modular Messaging for System Admin assessment and course (AVA00032WEN).
DUTIES	• Assists with providing on-site and remote implementation support of software, systems, subsystems and/or applications for customers or field personnel utilizing telephone and remote diagnostic capabilities
	• Supports Software Specialist with end-user installations, configurations, upgrades and migrations through problem isolation, verification, resolution and documentation.
CATEGORY	**AVAYA SOFTWARE SPECIALIST**
QUALIFICATIONS	• ACACN Certification
	• ACSCI Certification
	• Avaya Certified Specialist Communications Design (ACSCD) Certification
	• One other industry recognized certification, i.e. Microsoft, Cisco, Nortel, etc.
	• Completion of MultiVantage Overview Assessment (BTT153W2A)
	• Completion of MultiVantage Basic Admin for SIS assessment (BTP060W2A) and supporting courses
	• Completion of MultiVantage Intermediate Admin for SIS assessment (BTP069A) and supporting courses
	• Completion of MultiVantage Advanced Admin for SIS assessment (BTP068A) and supporting courses
	• Completion of MultiVantage Expert Admin for SIS Assessment (BTP070A) and supporting courses
	• Completion of Modular Messaging Overview assessment and course (AVA00029WEN)
	• Completion of Modular Messaging for System Admin assessment and course (AVA00032WEN).
DUTIES	• Responsible for and manages the on-site and remote implementation support of software, systems, subsystems and/or applications for customers or field personnel utilizing telephone and remote diagnostic capabilities
	• Supports the highly complex end-user installations, configurations, upgrades and

	migrations through problem isolation, verification, resolution and documentation.
CATEGORY	**AVAYA CALL CENTER CONSULTANT**
QUALIFICATIONS	• ACACN Certification; Completion of CMS Supervisor Administration with EAS BTC155H (or equivalent) • Completion of CMS Supervisor Administration BTC447M (or equivalent) • Completion of Definity BCMS View BTT331H2-C (or equivalent) • Completion of CMS Administration BTC112H (or equivalent) • Completion of Definity System Administration for Call Centers BTC188W2 (or equivalent) • Completion of Definity System Call Vectoring BTC197H2 (or equivalent) • Completion of MultiVantage Basic Admin for SIS assessment (BTP060W2A) and supporting courses (or equivalent).
DUTIES	• Integrates MultiVantage Call Center Software (Deluxe and Elite), CMS, CMS Supervisor, and BCMR • Consults with the customer to understand the needs of the business, customers and associates • Works with the customer to design a contact center that utilizes the Avaya technology to best meet those needs • Provides administrator and supervisor training in the use of Avaya reporting.
CATEGORY	**AVAYA NETWORK INTEGRATION TECHNICAL CONSULTANT**
QUALIFICATIONS	• ACACN Certification • ACSCI Certification • ACSCD Certification • ACE Certification • One other industry recognized certification, i.e. Microsoft, Cisco, Nortel, etc. • Completion of MultiVantage Overview Assessment (BTT153W2A) • Completion of MultiVantage Basic Admin for SIS Assessment (BTP060W2A) and supporting courses • Completion of MultiVantage Intermediate Admin for SIS assessment (BTP069A) and supporting courses • Completion of MultiVantage Advanced Admin for SIS assessment (BTP068A) and supporting courses • Completion of MultiVantage Expert Admin for SIS assessment (BTP070A) and supporting courses • Completion of Modular Messaging Overview assessment and course (AVA00029WEN) • Completion of Modular Messaging for System Admin Assessment and course (AVA00032WEN).
DUTIES	• Designs, develops, and implements networking solutions for customers or field personnel utilizing telephone and remote diagnostic capabilities • Supports end-user installations, configurations, upgrades and migrations through problem isolation, verification, resolution and documentation • Participates/is a member on Avaya Core Team Labs, R&D.
CATEGORY	**AVAYA SENIOR CALL CENTER CONSULTANT**
QUALIFICATIONS	• ACACN Certification • Completion of CMS Supervisor Administration with EAS BTC155H (or equivalent) • Completion of CMS Supervisor Administration BTC447M (or equivalent)

	• Completion of Definity BCMS View BTT331H2-C (or equivalent)
	• Completion of CMS Administration BTC112H (or equivalent)
	• Completion of Definity System Administration for Call Centers BTC188W2 (or equivalent)
	• Completion of Definity System Call Vectoring BTC197H2 (or equivalent)
	• Completion of MultiVantage Basic Admin for SIS assessment (BTP060W2A) and supporting courses (or equivalent)
	• Completion of MultiVantage Intermediate Admin for SIS assessment (BTP069A) and supporting courses (or equivalent)
	• Completion of Avaya Business Advocate/Dynamic Advocate BTH100H2 (or equivalent)
	• Completion of Avaya Virtual Routing BTH102H2 (or equivalent)
	• Completion of CentreVu Reports Designer BTC202H (or equivalent)
	• Completion of CentreVu CMS Custom Reports BTC115H (or equivalent)
	• Completion of CentreVu CMS Design and Configuration BSG217R2 (or equivalent)
	• Completion of Computer Telephony Integration I and M BTE019H2 (or equivalent).
DUTIES	• Integrates Avaya Business Advocate, Avaya Virtual Routing, Avaya Network Routing and complex multisite contact centers
	• Consults with the customer to understand the needs of the business, customers and associates
	• Works with the customer to design a contact center that utilizes the Avaya technology to best meet those needs
	• Provides consultative administrator and supervisor training in the use of Avaya reporting (BCMS, BCMR, CMS, Avaya Supervisor).
CATEGORY	**AVAYA TECHNICIAN**
QUALIFICATIONS	• ACACN Certification
	• Completion of Avaya MultiVantage Solutions Overview (BTT153W2)
	• Completion of Media Gateways, Cabinets, Chassis and Circuit Packs (BTT155W2)
	• Completion of Avaya MultiVantage Maintenance Strategy and Procedures (BTT157W2)
	• Completion of Voice Terminal and Attendant Console Installation (BTT154W2)
	• Completion of IP Telephony Installation and Configuration (BTT156W2)
	• Completion of MultiVantage Software Administration (BTC273W2)
	• Completion of Introduction to Avaya S8700 Media Server Configuration (BTT168W2)
	• Completion of Avaya S8300 Media Server Configurations and installation (BTT 163W2)
	• Completion of Avaya S8700 Media Server for Multi-Connect Configurations (BTT169W2)
	• Completion of Avaya S8700 Media Server for IP-Connect Configurations (BTT170W2)
	• Completion of S8300 and/or S8700 Hands On training (BTT321A/BTT322A).
DUTIES	• Installs customer premises PBX, IP Telephony, call center, messaging and data equipment
	• Troubleshoots problems on the customer site using vast experience in telecommunications/data equipment
	• Installs new equipment for customer and also installs replacement parts when required.

CATEGORY	AVAYA TRAINING INSTRUCTOR END USER
QUALIFICATIONS	• Completion of MultiVantage Overview assessment (BTT153W2A) • Completion of Modular Messaging Overview assessment and course (AVA00029WEN) • Completion of Modular Messaging for System Admin assessment and course (AVA00032WEN).
DUTIES	• Prepares syllabus and handouts for end user training • Schedules end user training • Delivers knowledge transfer of products and services depending on set products.
CATEGORY	AVAYA NETWORK INTEGRATION DESIGN CONSULTANT
QUALIFICATIONS	• ACACN Certification • Completion of MultiVantage Overview Assessment (BTT153W2A) • Completion of Modular Messaging Overview assessment and course (AVA00029WEN).
DUTIES	• Assists in remote implementation support and design of Avaya networking products and solutions • Ensures customer satisfaction by advising customers on preventive maintenance and configurations that may impact product performance.
CATEGORY	AVAYA NETWORK INTEGRATION ENGINEER
QUALIFICATIONS	• ACACN Certification • ACSCI Certification • ACSCD Certification • One other industry recognized certification, i.e. Microsoft, Cisco, Nortel, etc. • Completion of MultiVantage Overview Assessment (BTT153W2A) • Completion of MultiVantage Basic Admin for SIS assessment (BTP060W2A) and supporting courses • Completion of MultiVantage Intermediate Admin for SIS assessment (BTP069A) and supporting courses • Completion of MultiVantage Advanced Admin for SIS assessment (BTP068A) and supporting courses • Completion of MultiVantage Expert Admin for SIS assessment (BTP070A) and supporting courses • Completion of Modular Messaging Overview assessment and course (AVA00029WEN) • Completion of Modular Messaging for System Admin assessment and course (AVA00032WEN).
DUTIES	• Responsible for providing remote implementation support of networking solutions for customers or field personnel utilizing telephone and remote diagnostic capabilities • Supports end-user installations, configurations, upgrades and migrations through problem isolation, verification, resolution and documentation • Provides solutions to a diverse range of moderately complex problems.
CATEGORY	AVAYA PROVISIONING ENGINEER
QUALIFICATIONS	• ACACN Certification • ACSCI Certification • ACSCD Certification • One other industry recognized certification, i.e. SUN Microsystems

	• Completion of MultiVantage Overview Assessment (BTT153W2A)
	• Completion of MultiVantage Basic Admin for SIS assessment (BTP060W2A) and supporting courses.
DUTIES	• Responsible for providing remote implementation support of hardware systems, sub-systems and/or applications for customers or field personnel utilizing telephone and remote diagnostic capabilities
	• Supports end-user installations, configurations, upgrades and migrations through problem isolation, verification, resolution and documentation
	• Participates/is a member on Avaya Core Team Labs, R&D.

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CATEGORY	**CALL CENTER OPERATOR**
QUALIFICATIONS	High school graduate or equivalency. Experienced in fundamental telephone techniques and etiquette. Experienced and skilled in the use of the following equipment, as required: personal computers, facsimile machines, specialized equipment for audio teleconferencing bridges, telecommunications devices for the deaf (TDD), ISDN telephone instruments. Able to type using word processing software. Experienced in using reference tools such as telephone directories, personnel locator files, and organization charts. Able to read, understand, and speak the English language with clear, understandable enunciation. Courteous, professional, and knowledgeable of job-specific information requirements; when required, shows empathy with the callers' concerns.
DUTIES	Duties may require telephone, voice paging, electronic signal, information and trouble reporting, and ordering services. Responsibilities are not limited to and may include the following: • Serves as sole operator on a workstation. Handles incoming and outgoing calls, including long distance and conference calls, in a prompt, courteous manner. • Obtains proper billing information for toll calls, and rejects unauthorized calls or refers caller to prescribed authorizing official. • Adheres to directives given by Supervisors and Program Manager regarding handling heavy volume of traffic pertaining to Government and other related agencies, restricted lines, and other procedures. • Obtains information by utilizing a teledirectory network and personal computer. Responds to calls from the public by directing them to the appropriate agency office. • May be required to respond to calls that relate to a potential or actual agency-related emergency by connecting them to the appropriate party, as designated by standard operating procedures. • May be required to serve as an Information Operator for a Government agency, supplying numbers, extensions, names, etc., and performing locator services as required. In complex situations, questions callers as necessary to determine the appropriate organizational referral. • May be required to operate call center equipment, personal computers, facsimile machines, specialized equipment for audio teleconferencing bridges, telecommunications devices for the deaf (TDD), ISDN telephone instruments, and office furniture necessary for performance of the position. • May be required to perform directory and record keeping, including forms, logs, and other records necessary to perform the call center services. May be required to update call center and backup console telephone directory databases. May be required to maintain logs and records of communication activities in accordance with call center standard operating procedures.

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CATEGORY	CALL CENTER LEAD OPERATOR
QUALIFICATIONS	High school graduate or equivalency. Minimum 2 to 5 years experience as an Operator. Experienced in fundamental telephone techniques and etiquette. Experienced and skilled in the use of the following equipment, as required: personal computers, facsimile machines, specialized equipment for audio teleconferencing bridges, telecommunications devices for the deaf (TDD), ISDN telephone instruments. Able to type using word processing software. Experienced in using reference tools such as telephone directories, personnel locator files, and organization charts. Good communication skills; able to read, understand, and speak English with clear, understandable enunciation. Courteous, professional, and knowledgeable of job-specific information requirements; when required, shows empathy with the caller's concern(s). The Lead Operator will be capable of supervising the Call Center as required and serving as the primary point of contact for scheduling and establishing call center conference calls.
DUTIES	Duties may require telephone, voice paging, electronic signal and information, trouble reporting, and ordering services. Assists the Operator Supervisor in administrative and monitoring tasks. Possesses the skills to perform Supervisory functions whenever necessary. May be the primary point of contact for scheduling and establishing call center conference calls in addition to performing telephone operator functions. Actively performs the duties of a telephone operator. Responsibilities are not limited to and may include the following: • Serves as sole operator on a workstation. Handles incoming and outgoing calls, including long distance and conference calls, in a prompt courteous manner. Responsible for obtaining billing information for toll calls, and rejects unauthorized calls or refer caller to prescribed authorizing official. • Responsible for operating any of the positions assigned to an Operator, including answering all incoming calls and processing outgoing calls on a teledirectory network communication telephone console system. Follows instructions given by Supervisors and Program Manager regarding handling heavy volume of traffic pertaining to government and other related agencies, restricted lines and other procedures. • Ensures that staff is able to log on and off the scheduling system. Ensure shift schedules are properly staffed and maintains strict adherence to scheduling requirements including holidays. Responds to calls from the public by directing them to the appropriate agency office. • May be required to respond to calls that relate to a potential or actual agency-related emergency) by connecting them to the appropriate party, as designated by standard operating procedures. • May be required to serve as an Information Operator for a Government agency, supplying numbers, extensions, names, etc., and performing locator services as required. In complex situations, questions callers as necessary to determine the appropriate organizational referral. • May be required to operate call center equipment, personal computers, facsimile machines, specialized equipment for audio teleconferencing bridges, telecommunications devices for the deaf (TDD), ISDN telephone instruments, and office furniture necessary for performance of the position. • May be required to perform directory and record keeping, including forms, logs, and other records necessary to perform the call center services. May be required to update call center and backup console telephone directory databases. May be required to maintain logs and records of communication activities in accordance with call center standard operating procedures.
CATEGORY	CALL CENTER OPERATOR SUPERVISOR
QUALIFICATIONS	High School Diploma or equivalency. Minimum 1 to 2 years experience in a Lead Operator position. Thorough understanding of call center management operations. Qualified to supervise the Call Center and to serve as the primary point of contact for scheduling and establishing call center conference calls. Courteous, professional, and

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	experienced in fundamental telephone techniques and etiquette; when required, shows empathy with the callers' or staff's concerns. Good verbal and written communication skills; including good command of English with clear, understandable enunciation. Experienced and skilled in the use of the following equipment, as required: facsimile machines, specialized equipment for audio teleconferencing bridges, telecommunications devices for the deaf (TDD), ISDN telephone instruments. Thorough knowledge of personal computer operations and word processing or desktop publishing software package(s). Able to type using word processing software, and experienced in the use of desktop publishing software if required. Experienced in using reference tools such as telephone directories, personnel locator files, and organization charts.
DUTIES	Responsible for managing day-to-day operations of the call center during his or her shift. Manages the Operators' weekly work schedules and communicates and trains to any changes in policies and procedures that impact the Operators' duties and tasks. Coaches, trains, and monitors the Operators and is instrumental in building morale and promoting a winning team spirit. Supervisors maintain expertise of all operator functions. The Call Center Site Supervisor is both a working supervisor and actively performs the duties of a telephone operator when necessary in order to meet performance metrics.
	The Operator Supervisor generally is designated the primary point of contact for scheduling and establishing call center conference calls in addition to performing telephone operator functions. Generally is required to perform supervision and conference attendant duties during high volume traffic periods or as otherwise required.
	May be required to participate in development, production, distribution, and maintenance of call center standard operating procedures (SOPs). May be required to perform periodic review of the SOPs with staff members as a refresher and when there are changes to the SOPs. May be required to establish work schedules, oversee staffing requirements, monitor the call center environment, and participate in staff training activities.
	May be required to work with the Project Manager to ensure that the call center is in a constant state of readiness in accordance with facility availability requirements and that telecommunications are maintained in an operable mode. Promptly reports equipment malfunctions to the Project Manager. Provides weekly status report, as required, summarizing operational status, staffing levels, and unusual events (i.e., equipment outages and emergencies).
	In the event of an emergency, may be required to execute emergency closing procedures for the center, in accordance with standard operating procedure and Emergency Evacuation Procedures. May be required to notify all operators at the call center if they are to report to a backup call center location.
	The Call Center Operator Supervisor's responsibilities are not limited to and may include the following:
	• *Weekly Schedules:* Coordinates weekly schedules with the Program Manager and keeps the Program Manager apprised of any alteration made to the schedule to accommodate vacations, doctor appointments, or shift trades. Ensures shift schedules are properly staffed, and maintains strict adherence to scheduling requirements, including holidays. Assures that staff is able to clock on and off of the scheduling system.
	• *Attendance Records:* Keeps track of all absences and tardiness. Responsible for issuing all verbal and written warnings for any attendance issues.
	• *Training:* May be required to train operators for various functions such as teledirectory, signal page, conferencing, telegrams, and facsimiles. Administers tests and coordinates with the Program Manager regarding trainees' progress; issues written evaluations on trainees' progress. Recommends ongoing refresher training as needed, and schedules accordingly. Assures that operators are adhering to the client-required Call Statistic Performance Metrics.
	• *Monitoring, Counseling and Evaluations:* Monitors operator performance and assures that Operators are adhering to all procedures on a daily basis; records any counseling that may be required. Determines which Operators require additional

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	training and provides training if an operator is weak in an area. Issues yearly evaluations for all actively scheduled operators.
	• *Seating Arrangements:* Provides seating arrangements on a daily basis and monitors the floor to assure that all consoles are appropriately staffed at all times in accordance with the seating arrangements. Reschedules lunches and breaks as required to maintain necessary coverage.
	• *Faxes, Telegrams, Conference Calls, Signal Pages, etc.:* Monitors all requirements related to conference calls, faxes, and telegrams.
	• *Customer Complaints and Trouble Reports:* Handles any grievances encountered during the shift. Provides a written report of any incident and requests a written report from any employee concerned.
CATEGORY	**NORTEL TECHNICIAN**
QUALIFICATIONS	Must have successfully completed Nortel Product training for technicians and have a minimum of 1 year experience in installation, repair, and maintenance of electronic computer-based systems, and 1 year experience in the areas of voice and/or data transmission facilities. Must have direct work experience with various transmission media including two- and four-wire transmission, microwave, fiber optics, satellite, and others, dependent on services ordered by the customer. One year of the required experience must be in the direct testing, evaluation, and quality assurance or installation of voice or data networks.
DUTIES	Will be tasked to monitor vendors' installation of Nortel equipment, and perform system testing and evaluation activities. Will inspect and review hardware installation, wiring, power, grounding, system database validation, and perform other activities to ensure quality installation of services for the customer. May be tasked to perform adjunct installation, de-installation, and relocation activities including, but not limited to, site preparation and installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, and associated hardware and software. May be assigned to tasks requiring quality assurance testing of voice and data switching equipment. Is expected to communicate effectively in writing and verbally with all levels of technical and management personnel, as required. Will perform in the area of network testing, analysis, and optimization. Must be able to apply transmission-engineering principles to existing networks to ensure receipt of quality voice and data telecommunications services.
CATEGORY	**SENIOR NORTEL TECHNICIAN**
QUALIFICATIONS	Must have successfully completed Nortel Product training for technicians and have a minimum of 3 years experience in installation, repair, and maintenance of electronic computer based systems with 2 years experience in the areas of voice and/or data transmission facilities. Must have direct work experience with various transmission media including two- and four-wire transmission, microwave, fiber optics, satellite, and others, depended on services ordered by the customer. Two years of the required experience must be in the direct testing, evaluation, and quality assurance or installation of voice or data networks.
DUTIES	Provide in-depth analysis of trouble conditions and facilitate repair efforts. Work independently or coordinate a team of Nortel technicians as necessary. Will be tasked to monitor vendors' installation of Nortel equipment, and perform/coordinate system testing and evaluation activities. Will inspect and review hardware installation, wiring, power, grounding, system database validation, and perform other activities to ensure quality installation of services for the customer. May be tasked to perform adjunct installation, de-installation, and relocation activities including, but not limited to, site preparation and installation and/or removal of cabling and wiring systems, terminal equipment, automated data processing services, and associated hardware and software. May be assigned to tasks requiring quality assurance testing of voice and data switching equipment. Is expected to communicate effectively in writing and verbally with all levels of technical, engineering, and management personnel, as required. Will be expected to coordinate the repair of large or complex troubles. Will perform in the area of network testing, analysis, and optimization. Must be able to

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CATEGORY	TECHNICAL CONSULTANT ON SITE
QUALIFICATIONS	A Bachelor's degree in engineering or telecommunications preferable, but not necessary. At the minimum, must be a high school graduate with a minimum of 4 years experience in installation, repair and maintenance of electronic computer based systems and 4 years experience in the areas of voice and/or data transmission facilities. Experience as a Central Office Technician is helpful. Must have direct work experience with various transmission media including two- and four-wire transmission, microwave, fiber optics, satellite, etc. Experience in the area of direct testing, evaluation, and quality assurance of voice/data networks is a plus.
DUTIES	In response to customer request, will be assigned tasks that are not part of the basic service (which go beyond the service delivery point) and dispatched to the customer's premises. In addition to some uses noted in Section C.3.3.3, tasks include but are not limited to wire repair work not covered by a maintenance plan; repairs of customer-caused damage to CPE or wire under a maintenance plan; specific troubles or uncoordinated immediate requests that are not part of a planned project or conversion; and end-user on-site digital subscriber line support. Is expected to communicate effectively in writing and verbally with all levels of technical, engineering, and management personnel, as required. Will be expected to work independently or coordinate a team as necessary. This labor category permits the contractor to recover costs in the event the contractor responds to a customer requested trouble call and no problems are found or when no one is available to allow entry or when a dispatch date and time are arranged but the customer isn't available to receive a delivery.

The first row of the table (partially visible at top): apply transmission-engineering principles to existing networks to ensure receipt of quality voice and data telecommunications services.

Additional Labor Categories

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Business Continuity Management

CATEGORY	BUSINESS CONTINUITY PLANNER I

QUALIFICATIONS	Requires five (5) to ten (10) years experience in the field or related area. Requires a Bachelors degree, applicable certificates, or its equivalent.
DUTIES	Functional Responsibility: Position covers all areas of the business continuity planning cycle. Works with high-level organizational personnel and provides analysis and recommendations to organizations to ensure the continuation of core, mission-essential functions should personnel, facilities, inventory, IT/communications and/or infrastructure experience a natural or man-made debilitative event. Maintains schedules to meet all deadlines and objectives. Designs and administers programs that include policies, standards, guidelines, training programs, and quality assurance processes for viable continuity planning. Oversees the development of Continuity of Operations (COOP) plans. Provides leadership to other business continuity professionals.
CATEGORY	BUSINESS CONTINUITY PLANNER II
QUALIFICATIONS	Requires two (2) to five (5) years experience in the field or related area. Requires an Associates or Bachelors degree, applicable certificates, or its equivalent.
DUTIES	Position covers all areas of the business continuity planning cycle. Under minimal supervision, provides research and analysis to organizations to ensure the continuation of core, mission-essential functions should personnel, facilities, inventory, IT/communications and/or infrastructure experience a natural or man-made debilitative event. Participates in the design and administration of programs which include, but are not limited to, policies, standards, guidelines, training, and quality assurance processes for viable continuity planning. Participates in the development of Continuity of Operations (COOP) plans.
CATEGORY	BUSINESS CONTINUITY PLANNER III
QUALIFICATIONS	Requires zero (0) to two (2) years experience in the field or related area. Requires an Associates degree, applicable certificates, or its equivalent.
DUTIES	Position covers all areas of the business continuity planning cycle. Using established procedures and under close supervision, helps support an organizations continuation of core, mission-essential functions should personnel, facilities, inventory, IT/communications and/or infrastructure experience a natural or man-made debilitative event. Conducts the research and analysis necessary for the design and administration of programs which include, but are not limited to, policies, standards, guidelines, training, and quality assurance processes for viable continuity planning. Supports the development of Continuity of Operations (COOP) plans.
CATEGORY	SUBJECT MATTER SPECIALIST I
QUALIFICATIONS	Requires fifteen (15) years in the field or related area. Requires a PhD, or its equivalent.
DUTIES	Recognized at the industry level in a technical field or specialized engineering or technology area and is proficient in relevant engineering principles and practices. Applies experience, skills, and expert knowledge within an engineering discipline to complex assignments. Generates unique concepts as evidenced by synthesis of new products or processes. Creates or uses engineering/scientific tools to solve technical problems. Utilizes and develops tools, techniques, processes and/or facilities such as state-of-the-art simulation environments, laboratories, and test facilities. Provides leadership for engineering activities in a specialized engineering or technology subject area. Serves as a major contributor to technical planning process and for providing technical management and guidance.
CATEGORY	SUBJECT MATTER SPECIALIST II
QUALIFICATIONS	Requires ten (10) years in the field or related area. Requires Masters Degree, or its equivalent.
DUTIES	Recognized at the industry level in a technical field or specialized engineering or technology area and is proficient in relevant engineering principles and practices. Applies experience, skills, and expert knowledge within an engineering discipline to complex assignments. Generates unique concepts as evidenced by synthesis of new products or processes. Creates or uses engineering/scientific tools to solve technical problems. Utilizes and

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	develops tools, techniques, processes and/or facilities such as state-of-the-art simulation environments, laboratories, and test facilities. Provides leadership for engineering activities in a specialized engineering or technology subject area. Serves as a major contributor to technical planning process and for providing technical management and guidance.

Security and Internet/Intranet Management

CATEGORY	SENIOR SECURITY ENGINEER
QUALIFICATIONS	Two years applied experience in security engineering and two years experience in a project management or team leadership position. Skills shall include three or more of the areas, above. Bachelor's degree in a technical field of study or demonstrable equivalent job experience.
DUTIES	• Ability to lead a team of engineers and technicians in the design, implementation, and installation of network security solutions, including but not limited to filtering policies, access control lists, virtual private networks, and secure access and authentication mechanisms. • Ability to review compiled and/or interpreted code for conditions that could generate security vulnerabilities. • Broad knowledge and integration of commercially available and public domain security products and solutions. • Detailed understanding of network protocols and communications. • Custom design and implementation of network and system security solutions appropriate to the customer's needs and culture. • Translation of customer requirements into a system architecture that meets security and functional requirements. • Ability to coordinate with customer engineers or administrators to integrate industry standard security engineering principles and practices with the customer's engineering and development processes. • Execution of projects using defined system engineering methodologies and ability to guide engineers and technicians in those methodologies.
CATEGORY	SENIOR SECURITY ANALYST
QUALIFICATIONS	Two years experience in project management or team leadership position required; plus two years applied security engineering experience with degree, or six or more years applied experience without degree, in at least three of the functional responsibility areas, above. Bachelor's degree in a technical field of study, or six or more years applied experience in at least three of the functional responsibility areas.
DUTIES	• Ability to lead team of analysts and engineers in security assessment of developmental or operational networks and systems for a variety of government or commercial clients. • Ability to apply defined security analysis methodologies to a variety of government or commercial client networks. • Ability to work with customer personnel to develop mission, functional and security requirements, security policies, architecture, and operational procedures. • Analysis of existing functional and security requirements, security policies, architecture, and operational procedures for security flaws. • Ability to identify countermeasure options and support customers in choosing best options to satisfy cost, functional, security, and other critical requirements. • Working knowledge of industry standard government and commercial security evaluation criteria.
CATEGORY	SECURITY ENGINEER
QUALIFICATIONS	Two years of applied experience are required in at least three of the above functional areas. Bachelor's degree in a technical field of study or demonstrable equivalent job experience.
DUTIES	• Broad understanding of network and communication protocols.

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	• Broad knowledge of commercially available and public domain security solutions.
	• Ability to integrate commercial or custom security products and solutions into the customer's network architecture using industry standard system engineering methodologies.
	• Ability to work in team environment with the customer's engineers or administrators to integrate security engineering principles and practices into the customer's engineering and development processes.
	• Design or implementation of filtering policies, access control lists, virtual private network solutions, secure access, strong authentication, and other security mechanisms.
CATEGORY	**SECURITY ANALYST**
QUALIFICATIONS	Two years applied experience in at least three of the above skills. Bachelor's degree in a technical field of study or demonstrable equivalent job experience.
DUTIES	• Ability to apply defined security analysis methodologies to government or commercial networks or systems.
	• Ability to develop customer security requirements, functional requirements, mission, operations, architecture, and policies and then analyze for security flaws.
	• Ability to identify countermeasure options and support customers in choosing the best solution to satisfy budget, functional, security, and other critical requirements.
	• Working knowledge of widely accepted security evaluation criteria.
CATEGORY	**SECURITY POLICY DEVELOPER**
QUALIFICATIONS	At least two years applied experience in at least three of the above skills. Bachelor's degree in a technical field or equivalent job experience.
DUTIES	• Broad familiarity with government or commercial security regulations and evaluation criteria.
	• Broad familiarity with government certification and accreditation processes.
	• Working knowledge of industry standard network and system security policy statements and requirements, including, but not limited to, network security, host security, procedural security, physical security, and personnel security.
	• Ability to tailor security policies to fit the organization's individual needs and culture as well as to address the organization's threat profile.
	• Ability to develop and implement detailed processes to implement approved security policies.
CATEGORY	**NETWORK PENETRATION ENGINEER**
QUALIFICATIONS	Two years or more applied experience in network vulnerability discovery and exploitation. Skills shall include the areas, above. Bachelor's degree in computer science (or computer- or network-related studies) or demonstrable job experience.
DUTIES	• Ability to apply known exploits to customer networks to identify weaknesses and vulnerabilities.
	• "Command-line" ability to manipulate and apply exploits to customer networks.
	• Programming skills to modify known network attacks for application to customer network architectures and applications when necessary.
	• Ability to install, configure, and apply third-party vulnerability discovery tools.
	• Detailed understanding of network protocols, network devices, and operating systems.
	• Detailed understanding of common network topologies and advanced network management methodologies.
	• Excellent analytical and problem solving skills for network discovery and analysis.
	• Understanding of current security technologies for use as countermeasures to vulnerabilities.

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CATEGORY	SECURITY SPECIALIST
QUALIFICATIONS	Three years minimum and general experience analyzing and defining Network and/or application security requirements. Bachelors degree in Computer Science, Information Systems, Engineering or Business or equivalent experience.
DUTIES	Performs risk analyses which also includes risk assessment and intrusion testing. Must be able to communicate effectively in writing and orally with all levels of technical and management personnel, as required. Designs, develops, engineers, implements operates and maintains the systems that meet desired protection. Develops and implements solutions in support of Presidential Directive PDD-63 Gathers and organizes technical information about an agencies mission goals and needs, existing security products, and ongoing programs in the Multilevel Security (MLS) arena.
CATEGORY	INTERNET/INTRANET WEBMASTER
QUALIFICATIONS	Three years experience in providing oversight for all web activities that include managing, designing and implementing web enable capabilities and resources. Bachelors degree in Computer Science, Information Systems, or Engineering or equivalent experience.
DUTIES	Identifies skills and complexity of development efforts. Provides oversight and quality assurance for adherence to standards, style guides, and web security and administration documentation. Develops and delivers technical briefings to senior management. Directly interfaces with external and internal customers to refine requirements and establishes timelines and milestones.
CATEGORY	INTERNET/INTRANET SECURITY SPECIALIST
QUALIFICATIONS	Three years in providing technical expertise for the design and protection of data that traverses Internet and/or Intranet connections. Bachelors degree in Computer Science, Information Systems, or Engineering and experience in Network Security Management.
DUTIES	Develops security measures that enforces and/or enhances security goals and policy. Manages systems that include Firewalls, virus protection, email relays and Domain Name Servers. Develops measurements of quality of service standards and delivers technical briefings to senior management.
CATEGORY	NEW MEDIA SPECIALIST
QUALIFICATIONS	One year experience in deploying Internet / Intranet content to meet established style guides and quality procedures. Has skill sets that includes the incorporation of graphics into text based documents. Has HyperText Mark-up Language (HTML) integration and conversion skills. Bachelors degree in Communication, Information Systems, or Business, and experience with various HTML Editors and web utilities, Adobe illustrators, and various Window platforms
DUTIES	Develops HyperText links to associated content pages that enhance the information presented.
CATEGORY	SENIOR MEDIA SPECIALIST
QUALIFICATIONS	Two years minimum experience deploying complex Internet / Intranet content to meet established style guides and quality procedures. Has skill sets that includes the incorporation of graphics into text based documents. Has strong HyperText Mark-up Language (HTML) integration and conversion skills. Bachelors degree in Communication, Information Systems, or Business, and experience with various HTML Editors and web utilities, Adobe illustrators, and various Window platforms.
DUTIES	Provides oversight to New Media Specialists and Graphics designers in conversion and development of HyperText links for integrating graphics generated with automated tools.
CATEGORY	INTERNET/INTRANET WEB ARCHITECT
QUALIFICATIONS	Two years experience in developing technical solutions for interactive resources that are implemented on a web based architecture. Bachelors degree in Computer Science,

	Information Systems, or Engineering, Business and experience with various web servers, or equivalent experience.
DUTIES	Evaluates and recommends leading marketplace technologies to enhance delivery and quality of web based content. Audits adherence of style guides and standards that include data dictionary libraries. Updates workflow plans and web documentation. Evaluates usage statistics to assure design layouts are optimized for customers.
CATEGORY	**FIELD COMMUNICATIONS ANALYST**
QUALIFICATIONS	• Four years experience in sales and direct customer contact. • Previous experience in telecommunications.
DUTIES	The Analyst is responsible for handling servicing activities on all sales, when required. This includes, but is not limited to pre-sale contract preparation, usage review, station reviews, presentation of recommendations, preparation of proposals, and sales implementation. The Analyst assists with pre-sale functions and post-sale implementation activities associated with complex sales, under the direction of a management salesperson. • Responds to client sales and service demands in cases assigned. • Provides pre- and post-sales support. • Provides post-installation servicing support activity on marketing assigned accounts. • Routinely interfaces with client premises. • Responsible for ensuring client satisfaction for the provision of data, networking, and voice communications systems.