



GENERAL SERVICES ADMINISTRATION

FEDERAL SUPPLY SERVICES

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address GSA Advantage! is: [GSAAdvantage.gov](http://GSAAdvantage.gov).

**FSC Group 36 Part (N/A) Section (N/A)**  
**Commodity: Office, Imaging, and Document Solutions**

**IMAGWORLD LLC**  
**2721 Copper Creek Road**  
**Herndon, VA 20171**

**Ph: 703-793-9692, Fx: 703-793-9694**

[www.imageworldllc.com](http://www.imageworldllc.com)  
Business Size: Small Woman Owned

**Contract Number : GS-03F-0047W**

**Contract Period : December 10 2009 through December 09, 2014.**

Price List current through Modification# PS-0007 dated 9/26/2011.

For more information on ordering from Federal Supply Schedules click on the FSS schedules button at [fss.gsa.gov](http://fss.gsa.gov).

### Information for Ordering Activities:

- 1a. Table of Awarded Special Item Numbers (SINs):
  - 51 506 Document Conversion Services
  - 51-501 Needs Assessment and Analysis Services
- 1b. Lowest-Priced Model Number and Price for Each SIN:
  - 51-506 -SCAN8.5x11-200DPI B/W Scanning 8.5" x 11" 200dpi  
NET GSA Price \$0.081
  - 51-501 – Documentation Specialist - \$28.34 Contractor Site
  - 51-506 – Documentation Specialist - \$22.67 Customer Site
2. Maximum Order: \$ 1,000,000 for all SINs as established per clause 52.216-19  
Delivery Order Limitations (Oct 1995).
3. Minimum Order: \$100.00
4. Geographic Coverage: Domestic Delivery only.
5. Point(s) of production : US
6. Basic Discounts: Prices shown herein are NET (discount deducted).
7. Quantity Discount : 1% if three (3) or more labor categories on one order.
8. Prompt Payment Terms: 0.5% - 20 Days
- 9a. Government Purchase Card Acceptance Below Micropurchase Threshold - Yes
- 9b. Government Purchase Card Acceptance Above Micropurchase Threshold - No
10. Foreign Items: None
- 11a. Time of Delivery After Receipt of Order (ARO): To be negotiated at time of delivery  
order placement based on size and complexity of order.
- 11b. Expedited: To be negotiated at time of delivery order placement based on size and  
complexity of order.
12. FOB: Origin
13. Ordering Address: Imageworld LLC  
2721 Copper Creek Road  
Herndon, VA 20171  
Phone 703-793-9692  
Fax: 703-793-9694  
Email: [Pwah@imageworldllc.com](mailto:Pwah@imageworldllc.com)

14. Payment Address: Same as Above.
15. Warranty Terms : NA for services provided
16. Export Packing charges – outside the scope of this contract and not applicable.
17. Terms and Conditions of Government purchase card acceptance – do not accept about the micro-purchase level.
18. Terms and conditions of rental, maintenance, and repair (not applicable).
19. Terms and conditions of installation (not applicable).
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (not applicable).
- 20a. Terms and conditions for any other services (not applicable).
21. List of service and distribution points (not applicable).
22. List of participating dealers (not applicable).
23. Preventive maintenance (not applicable).
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).- not applicable
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).
25. Data Universal Number System (DUNS) Number : 131397510
26. Central Contractor Registration (CCR) completed ? YES.
27. Cancellation Policy: An order may be cancelled without a cancellation fee applied if cancelled prior to production. After production has begun, only the cost incurred will be billed to the customer.

## CONTRACTOR SITE PRICE LIST

MFR	Product			Country
Part #	Description	Unit/Qty	GSA Price	of Origin
DOCSVC1	Document Preparation Services	Per Hour	\$20.15	US
SCAN8.5x11-200DPI	B/W Scanning 8.5" x 11" 200dpi	Per Image	\$0.073	US
SCAN8.5x11-300DPI	B/W Scanning 8.5" x 11" 300dpi	Per Image	\$0.097	US
SCAN8.5x14-200DPI	B/W Scanning 8.5" x 14" 200dpi	Per Image	\$0.073	US
SCAN8.5x14-300DPI	B/W Scanning 8.5" x 14" 300dpi	Per Image	\$0.097	US
SCAN11x17-200DPI	B/W Scanning 11" x 17" 200dpi	Per Image	\$0.113	US
SCAN11x17-300DPI	B/W Scanning 11" x 17" 300dpi	Per Image	\$0.133	US
OCRSVC-HR	Optical Character Recognition Services	Per Hour	\$33.50	US
OCRSVC-PG	Optical Character Recognition Services	Per Image	\$0.0287	US
DELIVERY-HR	Delivery/Pick Up	Per Hour	\$28.72	US
DELIVERY-PG	Delivery/Pick Up	Per Image	\$0.0479	US
ADD SVC 1	De-skew/De-Speckle	Per Image	No charge	US
ADD SVC 2	Image Conversion to PDF	Per Image	No charge	US
ADD SVC 3	Sequential TIFF numbering	Per Image	No charge	US
ADD SVC 4	Key Data Entry	Per key stroke	No charge	US
ADD SVC 5	DVD creation	Per DVD	No charge	US
WIDESCAN1	Wide format Scanning:400 dpi 26x72 BW	Per Image	\$9.31	US
WIDESCAN2	Wide format Scanning: 400 dpi 36x96 BW	Per Image	\$13.34	US
WIDESCAN3	Wide format Scanning: 400 dpi Size E BW	Per Image	\$4.47	US
WIDESCANEXT	Wide format Scanning: 400 dpi Extra 2ft BW	Per Image	\$2.50	US
WIDESCAN4	Wide format Scanning: 400 dpi Config	Per Image	\$4.03	US
WIDESCAN5	Wide format Scanning: 400 dpi Size B BW	Per Image	\$0.77	US
WIDESCAN6	Wide format Scanning: 400 dpi Size D BW	Per Image	\$3.67	US
WIDESCAN7	Wide format Scanning: 400 dpi 36x60 BW	Per Image	\$6.89	US
WIDESCAN8	Wide format Scanning: 400 dpi Size C BW	Per Image	\$2.86	US

## CUSTOMER SITE PRICE LIST

<b>MFR</b>	<b>Product</b>			<b>Country of</b>
<b>Part #</b>	<b>Description</b>	<b>Unit/Qty</b>	<b>GSA Price</b>	<b>Origin</b>
<b>DOCSVC1</b>	Document Preparation Services	Per Hour	\$25.65	US
<b>SCAN8.5x11-200DPI</b>	B/W Scanning 8.5" x 11" 200dpi	Per Image	\$0.105	US
<b>SCAN8.5x11-300DPI</b>	B/W Scanning 8.5" x 11" 300dpi	Per Image	\$0.122	US
<b>SCAN8.5x14-200DPI</b>	B/W Scanning 8.5" x 14" 200dpi	Per Image	\$0.105	US
<b>SCAN8.5x14-300DPI</b>	B/W Scanning 8.5" x 14" 300dpi	Per Image	\$0.122	US
<b>SCAN11x17-200DPI</b>	B/W Scanning 11" x 17" 200dpi	Per Image	\$0.121	US
<b>SCAN11x17-300DPI</b>	B/W Scanning 11" x 17" 300dpi	Per Image	\$0.145	US
<b>OCRSVC-HR</b>	Optical Character Recognition Services	Per Hour	\$43.07	US
<b>OCRSVC-PG</b>	Optical Character Recognition Services	Per Image	\$0.0479	US
<b>DELIVERY-HR</b>	Delivery/Pick Up	Per Hour	\$28.72	US
<b>DELIVERY-PG</b>	Delivery/Pick Up	Per Image	\$0.0479	US
<b>ADD SVC 1</b>	De-skew/De-Speckle	Per Image	No charge	US
<b>ADD SVC 2</b>	Image Conversion to PDF	Per Image	No charge	US
<b>ADD SVC 3</b>	Sequential TIFF numbering	Per Image	No charge	US
<b>ADD SVC 4</b>	Key Data Entry	Per key stroke	No charge	US
<b>ADD SVC 5</b>	DVD creation	Per DVD	No charge	US
<b>WIDESCANA1</b>	Wide format Scanning:400 dpi 26x72 BW	Per Image	\$13.03	US
<b>WIDESCANA2</b>	Wide format Scanning: 400 dpi 36x96 BW	Per Image	\$18.68	US
<b>WIDESCANA3</b>	Wide format Scanning: 400 dpi Size E BW	Per Image	\$6.26	US
<b>WIDESCANEXT</b>	Wide format Scanning: 400 dpi Extra 2ft BW	Per Image	\$3.50	US
<b>WIDESCANA4</b>	Wide format Scanning: 400 dpi Config	Per Image	\$5.64	US
<b>WIDESCANA5</b>	Wide format Scanning: 400 dpi Size B BW	Per Image	\$1.07	US
<b>WIDESCANA6</b>	Wide format Scanning: 400 dpi Size D BW	Per Image	\$5.13	US
<b>WIDESCANA7</b>	Wide format Scanning: 400 dpi 36x60 BW	Per Image	\$9.65	US
<b>WIDESCANA8</b>	Wide format Scanning: 400 dpi Size C BW	Per Image	\$4.01	US

**IMAGEWORLD, LLC. LABOR CATEGORIES AND DESCRIPTIONS  
CUSTOMER SITE RATES**

SIN	Labor Category	UNIT OF ISSUE (e.g. Hour, Task, Sq ft)	GSA Price
51-501	Database Analyst	Per Hour	\$53.50
51-501	Records Management Specialist III	Per Hour	\$51.69
51-501	Imaging Technician I*	Per Hour	\$35.37
51-501	Project Manager I	Per Hour	\$82.70
51-501	Project Manager II	Per Hour	\$135.11
51-501	Project Leader II	Per Hour	\$48.06
51-501	Quality Assurance Evaluator	Per Hour	\$81.61
51-501	Subject Matter Expert	Per Hour	\$95.21
51-501	Sr. Subject Matter Expert	Per Hour	\$111.54
51-501	Senior Consultant	Per Hour	\$99.75
51-501	Programmer Analyst I	Per Hour	\$47.15
51-501	Configuration Management Specialist	Per Hour	\$45.34
51-501	Documentation Specialist*	Per Hour	\$22.67
51-501	Network Engineer	Per Hour	\$62.57
51-501	Network Administrator	Per Hour	\$81.61
51-501	Scanner Operator*	Per Hour	\$27.20
51-501	General Clerk I*	Per Hour	\$24.48
51-501	Computer Support Technician III	Per Hour	\$66.20
51-501	Computer System Analyst IV	Per Hour	\$70.73

\*Represents an applicable Service Contract Act labor category.

<b>IMAGWORLD, LLC. LABOR CATEGORIES AND DESCRIPTIONS CONTRACTOR SITE RATES</b>
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SIN	Labor Category	UNIT OF ISSUE (e.g. Hour, Task, Sq ft)	GSA Price
51-501	Database Analyst	Per Hour	\$66.88
51-501	Records Management Specialist III	Per Hour	\$64.61
51-501	Imaging Technician I*	Per Hour	\$44.21
51-501	Project Manager I	Per Hour	\$103.38
51-501	Project Manager II	Per Hour	\$168.89
51-501	Project Leader II	Per Hour	\$60.08
51-501	Quality Assurance Evaluator	Per Hour	\$101.56
51-501	Subject Matter Expert	Per Hour	\$119.02
51-501	Sr. Subject Matter Expert	Per Hour	\$139.42
51-501	Senior Consultant	Per Hour	\$124.69
51-501	Programmer Analyst I	Per Hour	\$58.94
51-501	Configuration Management Specialist	Per Hour	\$56.68
51-501	Documentation Specialist*	Per Hour	\$28.34
51-501	Network Engineer	Per Hour	\$78.21
51-501	Network Administrator	Per Hour	\$102.02
51-501	Scanner Operator*	Per Hour	\$34.01
51-501	General Clerk I*	Per Hour	\$30.60
51-501	Computer Support Technician III	Per Hour	\$82.75
51-501	Computer System Analyst IV	Per Hour	\$88.41

\*Represents an applicable Service Contract Act labor category.

SIN	Labor Category	SCA Code
51-501	Imaging Technician I*	Information and Arts Occupations SCA Code 13058 Library Technician
51-501	Documentation Specialist*	Administrative Support/Clerical Operations SCA Code 01070 Document Prep Clerk
51-501	Scanner Operator*	Administrative Support/Clerical Operations SCA Code 01270 Production Control Clerk
51-501	General Clerk I*	Administrative Support/Clerical Operations SCA Code 01111 General Clerk I

## **Imageworld LLC**

### **GSA Schedule : GS-03F-0047W**

**General Experience:** Work experience of any kind.

**Related or Relevant:** Work experience in the subject field or a related field.

**Specialized Experience:** Work experience must be in the subject field and include the specific skill sets and responsibilities.

#### ***Educational/Experience Equivalency Policies***

- When specific education levels are required, one year of additional, relevant experience may be substituted for each year of required education. For example: Four years additional experience may be substituted for a HS diploma, GED or required vocational training, and two more years of relevant experience for a total of six, would be equivalent to an Associates Degree. A HS diploma plus 2 years additional experience is equivalent to an Associates Degree. A HS diploma plus 4 years additional experience is equivalent to a Bachelor's Degree.
- Each year of education or training beyond High School may be substituted for one year of general experience. Each year of specialized, relevant education or training may be substituted for a year of specific or related experience.

#### **Labor Category Descriptions**

##### **Configuration Management Specialist**

**Minimum/General Experience:** Three (3) years minimum experience in computer systems integration, data communications or network systems integration or education and experience equivalent to three years of experience.

**Functional Responsibility:** Performs a variety of tasks specific to program/project requirements for configuration management. Manage Configuration Management efforts for:

- project implementation, tracking, and maintenance
  - provide configuration management or quality assurance support for product development efforts
  - provide management for compliance with business and functional requirements and mandates
  - provide quality assurance and quality control
- Other duties include preparation of configuration identification systems, changes, proposals, deviations or waivers, and/or status accounting reports.

**Minimum Education:** - Bachelor's Degree from an accredited university or equivalent training and/or experience.



### **Documentation Specialist**

**Minimum/General Experience:** One (1) year data entry experience. Minimum of one (1) year records management experience. Must be proficient in the use of Windows 9.x. Must be reliable and have good work habits. Must be able to coordinate tasks and maintain accountability for vital project functions. Highly organized individual with experience in records management, filing procedures and techniques, and the use of personal computer based databases.

**Functional Responsibility:** Document Specialist have responsibility for preparing a variety of documents for electronic imaging using established procedures and project guidelines. Document Preparation procedures include:

- ensuring that each box is properly identified and labeled;
- verifying the information on the document intake form;
- identification of non-compliant material;
- removing staples and paper clips and repairing torn pages assembling of small documents and post-it notes for separate collation and attach the same on a feeder sheet or carrier;
- ordering the contents of each box according to the guidelines; and
- performing other document preparation functions as assigned by the manager.
- Pick-up and Delivery of documents

**Minimum Education:** High School Diploma or equivalent training and/or experience.

### **Records Management Specialist III**

**Minimum/General Experience:** One-year data entry experience. Minimum of three (3) year records management experience. Must be proficient in the use of office automation. Must be reliable and have good work habits. Must be able to coordinate tasks and maintain accountability for vital project functions. Highly organized individual with experience in records management, filing procedures and techniques, and the use of personal computer based databases. Must have demonstrated ability to maintain security of record collection. Must be able to prioritize various tasks, interpret specific instructions and apply creative problem solving techniques in a variety of situations. Must be able to lift boxes weighing twenty-five to thirty pounds numerous times throughout the day.

**Functional Responsibility:** Responsible for the tracking and maintaining location of all records utilizing a personal computer based tracking system. Specific duties include:

- scanning in all bar coded boxes and their locations;
- updating tracking system as required;
- performing archiving of records;
- performing shipping and receipt of records;
- performing the pickup, storage, and delivery of boxes;
- supervising the movement of boxes through all tasks from initial receipt through final destruction or archiving;
- performing records searches as requested by clients;
- maintaining logs on the receipt and shipment of records;
- performing document destruction and archiving;

- performing periodic inventories of records; and
- Performing additional document control tasks as assigned.

**Minimum Education:** Bachelor's Degree from an accredited university or High School Diploma w/additional years of experience or equivalent training.

### **Project Manager I**

**Minimum/General Experience:** Four (4) or more years of experience providing management and technical direction to project personnel. Must be familiar with the principles of regularly exercising independent judgment, as well as a high level of analytic skill, in solving complex technical, administrative, and managerial problems. Must have direct management experience in supporting document conversion operation and posses an understanding of information management technologies including electronic imaging. Provides overall direction for all project level activities.

**Functional Responsibility:** Responsible for project evaluation, definition/goal setting, project planning and identifying/securing appropriate resources, delegating work and managing deliverables, analyzing complex information, developing and presenting recommendations to leadership, sharing information with appropriate internal/external constituents, delivery of improved performance measurement capabilities, the development and management of relationships with cross-functional stakeholders. Overall responsibility for ensuring project implementation and/or support within scope of responsibility, to include activities such as process flow definition, operational readiness support, process documentation, communication, and/or project management.

**Minimum Education:** : Bachelor's Degree at an accredited university

### **Project Manager II**

**Minimum/General Experience:** Seven (7) or more years of specialized experience planning and managing commercial or Government projects. Must be familiar with the principles of regularly exercising independent judgment, as well as a high level of analytic skill, in solving complex technical, administrative, and managerial problems. Must have direct management experience in supporting document conversion operation and posses an understanding of information management technologies including electronic imaging. Provides overall direction for all project level activities.

**Functional Responsibility:** In close consultation with the customer and senior management, ensures, the success of the goals and objectives of the project. Is expert in the application of both conventional and leading edge Project Management theories and techniques. Is able to provide the customer with options for managing and controlling the outputs of the project, given the constraints of budget and schedule. Typically leads a team of other managers to solve major problems for the project and to optimize quality. Is an expert in the application of knowledge and skills to meet project requirements. Combines solid grounding in accepted Project Management methodology with experience in both private and Government projects.

**Minimum Education:** Bachelor's Degree from an accredited university.

### **Project Leader II**

**Minimum/General Experience:** Must possess at a minimum 5 years experience in the specified field. Must lead the project or multiple tasks and retains overall responsibility for performance including cost, schedule, deliverables and contractual compliance. Provides the interface to the customer and other project leaders. May work under a Program Manager for multiple projects.

**Functional Responsibility:** Identifies, acquires, and utilizes company resources to achieve project objectives. Establishes priorities, task assignment and completion. Ensures quality and productivity standards are maintained while meeting project/client deadlines and budget constraints. Serves as the client liaison on all project matters. Performs a quality assurance role to ensure timely delivery of all specified deliverables, and compliance with government regulations, codes and GCS policy and procedures. Participates in contract negotiations.

**Minimum Education:** bachelor's degree from an accredited university and at least 5 years of experience in the field or in a related area.

### **Quality Assurance Evaluator**

**Minimum/General Experience:-** Three (3) years experience, of which at least one year must be specialized. Specialized experience includes analysis and design of software applications and quality assurance programs; knowledge of current computing environments; demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs; and knowledge of quality assurance methodologies.

**Functional Responsibility:** Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are met and ensure progress in accordance with schedules. Coordinates with the Project Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports for colleagues, subordinates, and end user representatives. Produces quality assurance deliverables. May also be required to establish and maintain a process for evaluating software and associated documentation, determining resources required for quality control, and maintaining the level of quality throughout the software life cycle.

**Minimum Education:** Bachelor's Degree from an accredited university or equivalent training and/or experience. Is responsible for all images and index data released to the AGENCY are fully compliant with all specifications. Project requirements dictate that corrective action will not cause unreasonable delay in the delivery schedule without penalty. Accordingly, the QAE will make timely reports when deficiencies are noted.

### **Subject Matter Expert**

**Minimum/ General Experience** - Four (4) years of progressively increasing responsible subject matter experience, in similar work environments. Concentrated hands-on experience in the specific discipline of the subject matter field.

**Functional Responsibilities** - Perform as a consultant in highly specialized subject areas needs assessment and business process. Provide highly technical and/or specialized guidance concerning solutions to complex processing problems related to the subject matter field. Perform analyses and studies; prepare reports and give presentations. Work independently or as a member of a team

**Educational Requirements** - Bachelors degree at an accredited university in appropriate subject matter fields or related discipline.

### **Sr. Subject Matter Expert**

**Minimum/General Experience:** Has five (5) years of progressive experience in the area to be supported.

**Functional Responsibilities:** As an expert in the subject matter field, augments or directs project teams. Provides high level functional and systems analysis, design, integration, documentation, and implementation advice on exceptionally complex studies that require an expert knowledge of the subject matter for effective problem solution. Participates in all phases of study development with emphasis on the planning, analysis, documentation, and presentation phases. Applies higher level principles and methods to exceptionally difficult and narrowly defined technical problems to arrive at automated solutions. Prepares and delivers senior management presentations and briefings as required by the task order.

**Minimum Education:** Possesses a bachelor's and/or master's degree from an accredited university in related technical or scientific discipline related to the task to be supported, or equivalent work experience

### **Senior Consultant**

**Minimum/General Experience:** This position requires a total of seven (6) years experience. Four (4) years will be specialized experience. The remainder may be any combination of specialized and/or general experience.

**Functional Responsibility:** The Senior Consultant works independently or only under very general direction on complex application problems involving all phases of systems analysis to provide resolutions; provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules; coordinates with personnel to ensure problem resolution and user satisfaction; makes recommendations, if needed, for approval of major system implementations; prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and user

representatives; and provides technical direction to systems analysts who are assigned to assist.

**Minimum Education:** Bachelor's Degree from an accredited university in a field applicable to this position.

### **Programmer Analyst I**

**Minimum/General Experience:** Less than 3 years of experience in life cycle systems analysis and development.

**Functional Responsibilities:** Participates in/supports the analysis and definition of functional system requirements, including development of decomposition diagrams. Responsible for software design and translating specifications into code through reuse/reengineering, Supports operational system demonstrations and user training sessions.

**Minimum Education:** bachelor's degree at an accredited university and at least 2 years of experience in the field or in a related area.

### **Database Analyst**

**Minimum/General Experience:** Two to four years (2-4) of progressive experience in systems analysis/programming. One year in application design using various database management systems. One year experience supporting multiple imaging systems with a thorough understanding of the database structures of various imaging systems. Must be able to evaluate and recommend available DBMS products to meet user requirements. Must be able to determine file organization, indexing methods, and security procedures for specific user application.

**Functional Responsibility:** Evaluates and recommends available DBMS products to meet users requirements. Determines file organization, indexing methods, and security procedures for specific user application. Train Database Specialists I and II in supporting specific systems and applications. Perform troubleshooting and problem resolutions. Develop and implement database redundancy and data recovery routines.

**Minimum Education:** Bachelor's Degree in Computer Science at an accredited university or equivalent training and/or experience

### **Computer Systems Analyst IV**

**Minimum/General Experience:** Three (3) years experience in supervising personnel operating computer systems, including one year experience as shift supervisor or manager in a multi-shift environment. Must have a thorough knowledge of the capabilities of applicable computer hardware and software configurations.

**Functional Responsibility:** Supervises all personnel engaged in the operations and support of the computer systems and peripheral equipment in large scale or multi-shift operations. May also supervise complex operations which involve two or more additional functions such as network operations, systems software support, production support activities, data conversion, imaging, data entry or tape library activities. Identifies

processing requirements and schedules job streams for computer runs. Responsible for the security and routing of input and output data, problem isolation and restart/recovery.

**Minimum Education:** Bachelor's Degree in Computer Science at an accredited university or equivalent training and/or experience

### **Scanner Operator**

**Minimum/General Experience:** Minimum 1 year experience. Work experience in the operation of office equipment. Must have good work habits with the ability to follow established guidelines and consistently produce high volumes of quality work. Operators must successfully complete a training program on Scanner operation and maintenance.

**Functional Responsibility:** Position requires the operation of high-speed scanner to perform imaging or microfilming. Scanning and microfilming must be carried out according with established, written procedures. Operators must become thoroughly familiar with document preparation procedures. Operators are required to perform daily, weekly, and monthly maintenance routines including minor repair service on Scanners. Operators are expected to meet daily production goals and quality standards. Operators must have an eye for detail and be meticulous in task performance. Operators are required to accurately maintain daily production logs.

**Minimum Education:** High School Diploma or equivalent training and/or experience.

### **Imaging Technician I**

**Minimum/General Experience:** - 1 years of experience in the field or in the related area.

**Functional Responsibility** - The Imaging Technician I is responsible for the scanning department, including equipment and supplies. The document scanner will ensure that the following goals of the department are met:

- Scanning, binding and quality control of documents
- Preparing documents for download, email or burning to CD
- Prioritizing requests from internal customers and ensuring timely completion of requests
- Maintenance and upkeep of computer systems, hardware, software and databases in the department
- Maintain and develop strong relationships with the systems support vendors

**Minimum Education:** - High School Diploma/GED or equivalent Training .

### **Computer Support Technician III**

**Minimum/General Experience:** - Four to Six (4 -6) years of experience in the field or in a related area.

**Functional Responsibility:** Sets up, configures, and supports internal and/or external

networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots computers performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. Typically reports to a manager or head of a unit/department.

**Minimum Education:** - Bachelor's Degree at an accredited university or equivalent training and/or experience.

### **Network Administrator**

**Minimum/General Experience:** - Four to Seven (4-7) years of experience in the related field. At least three years in network configuration management, quality assurance, or project management.

**Functional Responsibility:** Manage network Configuration Management efforts for project implementation, tracking, and maintenance; provide configuration management or quality assurance support for product development efforts; provide management for complex bandwidth issues and reliability with business and functional requirements and mandates; provide quality assurance and quality control

**Minimum Education:** - Bachelor's Degree at an accredited university or equivalent training and/or experience.

### **Network Engineer**

**Minimum/General Experience:** - Four to Six (4 -6) years of experience in the field or in a related area.

**Functional Responsibility:** Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. Typically reports to a manager or head of a unit/department.

**Minimum Education:** - Bachelor's Degree at an accredited university or equivalent training and/or experience.

### **General Clerk I\***

**Minimum Experience** – None required

**Functional Responsibility** – May perform services as they relate to this offering for document management, records management, and storage functions. These services include but are not limited to:

- Document scanning, indexing and conversion
- File creation, maintenance, consolidation, tracking, searching, and inventorying
- Interfiling
- Process of requests for files
- Receiving, shipping and mailing of files

Clerks may also input data from source documents into a keyboard controlled data entry device; extract, cross reference and prepare data for entry; compile and summarize data; maintain files and records.

**Minimum Education** : High school diploma or General Education Degree (GED)

\*Subject to Service Contract Act.