



CITADEL CONSULTING, INC.

AUTHORIZED FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

Equipment
Information Technology Professional Services

Special Item No. 132-51 Information Technology Professional Services

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301 IT Facility Operation and Maintenance
FPDS Code D302 IT Systems Development Services
FPDS Code D306 IT Systems Analysis Services
FPDS Code D307 Automated Information Systems Design and Integration Services
FPDS Code D308 Programming Services
FPDS Code D308 Millennium Conversion Services (Y2K)
FPDS Code D310 IT Backup and Security Services
FPDS Code D311 IT Data Conversion Services
FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316 IT Network Management Services
FPDS Code D317 Automated News Services, Data Services, or Other Information Services
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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Contract Number: **GS-35F-0162N**

Period Covered by Contract: 12/04/2002 through 12/03/2007

General Services Administration
Federal Supply Service

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home via the Internet at <http://www.fss.gsa.gov/>

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**INFORMATION FOR ORDERING OFFICES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage! On-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage! and the Federal Supply Service Home (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and Women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro purchase threshold, customers are to give preference to small business concerns when Two or more items at the same delivered price will satisfy their requirement.

1. Geographic Scope of Contract: **Worldwide**
2. Contractor's Ordering Address and Payment Information:

Citadel Consulting, Inc.

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P: 772.905.2930 / 630.668.2184 F: 772.828.2182

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase cards will/will not be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering agencies to obtain technical and/or ordering assistance:

630-668-2184

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to Government personnel or damage to Government property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. Statistical Data for Government Ordering Office Completion of Standard Form 279:

Block 9: G. Order/Modification Under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: **186554101**
Block 30: Type of Contractor - A, B
 A. Small Disadvantaged Business
 B. Other Small Business
Block 31: Woman-Owned Small Business - NO
Block 36: Contractor's Taxpayer Identification Number (TIN): **363431006**

4a. CAGE Code: **0APB6**

4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB Destination

6. DELIVERY SCHEDULE

a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
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132-51	As agreed between Contractor and Government Agency
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b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. Discounts: Prices shown are NET Prices; Basic Discounts have been deducted.
- a. Prompt Payment: 2% - 10 days from receipt of invoice or date of acceptance, whichever is later.
 - b. Quantity - Not offered
 - c. Dollar Volume - Not offered
 - d. Government Educational Institutions: Same as Government Customers.
 - e. Other - None

8. Trade Agreements Act of 1979, as amended:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. Statement Concerning Availability of Export Packing: Outside the scope of contract.

10. Small Requirements: The minimum dollar value of orders to be issued is \$500 .

11. Maximum Order (All dollar amounts are exclusive of any discount for prompt payment.)

- a. The Maximum Order value for the following Special Item Numbers (SIN's) is \$500,000:

Special Item Number 132-51 - Information Technology (IT) Professional Services

12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS. In accordance with FAR 8.404:

[NOTE: Special ordering procedures have been established for Special Item Numbers (SIN's) 132-51 IT Professional Services and 132-52 EC Services; refer to the terms and conditions for those SIN's.]

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopses the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government's needs.

- a. Orders placed at or below the micro-purchase threshold. Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the agency's needs. In selecting the supply or service representing the best value, the ordering office may consider--

- (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
- (2) Trade-in considerations;
- (3) Probable life of the item selected as compared with that of a comparable item;
- (4) Warranty considerations;
- (5) Maintenance availability;
- (6) Past performance; and
- (7) Environmental and energy efficiency considerations.

c. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering office to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering offices shall--

Review additional Schedule Contractors'

- (1) Catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
- (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

d. Blanket purchase agreements (BPA's). The establishment of Federal Supply Schedule BPA's is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPA's to establish accounts with Contractors to fill recurring requirements. BPA's should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering office the opportunity to secure greater

discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual agency for a specific order.

- f. Small business. For orders exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.
- g. Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an agency requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering office shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the agency's needs.

13. **FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:** Federal departments and agencies acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering offices, shall be responded to promptly by the Contractor.

13.1 **FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):** Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 **FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):** Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. **SECURITY REQUIREMENTS.** In the event security requirements are necessary, the ordering activities may incorporate, in their delivery orders, a security clause in accordance with current laws, regulations, and individual agency policy; however, the burden of administering the security requirements shall be

with the ordering agency. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed ten percent (10%) or \$100,000, of the total dollar value of the order, whichever is less.

15. CONTRACT ADMINISTRATION FOR ORDERING OFFICES: Any ordering office, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the Government's convenience, and (m) Termination for Cause (See C.1.)

16. GSA Advantage!

GSA Advantage! Is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! Will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: Netscape). The Internet address is <http://www.fss.gsa.gov/>.

17. PURCHASE OF INCIDENTAL, NON-SCHEDULE ITEMS

For administrative convenience, open market (non-contract) items may be added to a Federal Supply Schedule Blanket Purchase Agreement (BPA) or an individual order, provided that the items are clearly labeled as such on the order, all applicable regulations have been followed, and price reasonableness has been determined by the ordering activity for the open market (non-contract) items.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
- (1) Time of delivery/installation quotations for individual orders;
 - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
 - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass in campus items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Not Applicable

Upon request of the Contractor, the Government may provide the Contractor with logistics support, as available, in accordance with all applicable Government regulations. Such Government support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

YEAR 2000 WARRANTY—COMMERCIAL SUPPLY ITEMS

- (a) As used in this clause, "Year 2000 compliant" means, with respect to information technology, that the information technology accurately processes date/time data (including, but not limited to, calculating, comparing and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000, and leap year calculations, to the extent that other information technology used in combination with the information technology being acquired, properly exchanges date/time data with it.
- (b) The Contractor shall warrant that each hardware, software, and firmware product delivered under this contract shall be able to accurately process date time data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, including leap year calculations, when used in accordance with the product documentation provided by the Contractor, provided that all products (e.g. hardware, software, firmware) used in combination with products properly exchange date time data with it. If the contract requires that specific listed products must perform as a system in accordance with the foregoing warranty, then that warranty shall apply to those products as a system. The duration of this warranty and the remedies available under this warranty shall include repair or replacement of any product whose non-compliance is discovered and made known to the Contractor in writing within ninety (90) days after acceptance (installation is considered acceptance). The Contractor may offer an extended warranty to the Government to include repair or replacement of any product whose non-compliance is discovered and made known to the Contractor in writing at any time prior to June 1, 2000, or for a period of 6 months following acceptance (installation is considered acceptance) whichever is later. Nothing in this warranty shall be construed to limit any rights or remedies the Government may otherwise have under this contract with respect to defects other than Year 2000 performance.

20. BLANKET PURCHASE AGREEMENTS (BPA's)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPA's) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

"BPA's may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirement of the Davis-Bacon Act applies.

The requisitioning activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

23. SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

www.citadelconsulting.com

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of a Federal Agency, shall follow the terms of the applicable schedule and authorization and include with each order

- (a) A copy of the authorization from the Agency with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:
This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the Government location, as agreed to by the Contractor and the ordering office.

2. PERFORMANCE INCENTIVES

- a. When using a performance based statement of work, performance incentives may be agreed upon between the Contractor and the ordering office on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.
- b. The ordering office must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. To the maximum extent practicable, ordering offices shall consider establishing incentives where performance is critical to the agency's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.
- d. The above procedures do not apply to Time and Material or labor hour orders.

3. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SIN's) within a Schedule. GSA has established special ordering procedures for services that require a Statement of work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(a) When ordering services, ordering offices shall—

- (1) Prepare a Request (Request for Quote or other communication tool):
 - (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special

requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.

- (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.
 - (iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.
 - (iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2)(i) below, the request shall notify the contractors that will be the case.
- (2) Transmit the Request to Contractors:
- (i) Based upon an initial evaluation of catalogs and price lists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate). When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SIN's as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.
 - (ii) The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the agency's

needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

- (3) Evaluate Responses and Select the Contractor to Receive the Order:
After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)
- (b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPA's) for recurring services is permitted when the procedures outlined herein are followed. All BPA's for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPA's, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPA's, ordering offices shall—
 - (1) Inform contractors in the request (based on the agency's requirement) if a single BPA or multiple BPA's will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPA's.
 - (i) SINGLE BPA: Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)
 - (ii) MULTIPLE BPA's: When the ordering office determines multiple BPA's are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPA's. When multiple BPA's are established, the authorized users must follow the procedures in (a)(2)(ii) above and then place the order with the Schedule contractor that represents the best value.
 1. Review BPA's periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)
 - (c) The ordering office should give preference to small business concerns when Two or more contractors can provide the services at the same firm-fixed price or ceiling price.
 - (d) When the ordering office's requirement involves both products as well as executive, administrative and/or professional, services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)
The ordering office, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than

a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

Ordering procedures for other services available on schedule at fixed prices for specifically defined services or tasks should use the procedures in FAR 8.404. These procedures are listed in the pricelist, under "Information for Ordering Offices," paragraph #12.

4. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

5. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering office.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering office.
- c. The Agency should include the criteria for satisfactory completion for each task in the Statement of work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT/EC Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 Rights in Data – General may apply.

8. RESPONSIBILITIES OF THE GOVERNMENT

Subject to security regulations, the ordering office shall permit Contractor access to all facilities necessary to perform the requisite IT/EC Services.

9. INDEPENDENT CONTRACTOR

All IT/EC Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the Government.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed Government contract, without some restriction on activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the Government, ordering offices may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11 INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/EC services. Progress payments may be authorized by the ordering office on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the Government shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts (Alternate I (APR 1984)) at FAR 52.232-7 applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-

and-Materials and Labor-Hour Contracts (FEB 1997) (Alternate II (JAN 1986)) at FAR 52.232-7 applies to labor-hour orders placed under this contract.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user agency upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering agency in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT/EC SERVICES AND PRICING

CITADEL CONSULTING, INC				
IT PROFESSIONAL SERVICES AND PRICING BY LABOR CATEGORY				
	CITADEL LAB-CAT#	LABOR CATEGORY	ON-SITE RATE	OFF-SITE RATE
1	CITADEL-LAB-CAT-015	Clerical	\$24.75	\$24.75
2	CITADEL-LAB-CAT-017	Junior Technician	\$32.00	\$32.00
3	CITADEL-LAB-CAT-019	Technician	\$33.20	\$33.20
4	CITADEL-LAB-CAT-035	Entry Level IT Trainee	\$44.65	\$44.65
5	CITADEL-LAB-CAT-037	Journeyman Technician	\$46.00	\$46.00
6	CITADEL-LAB-CAT-045	Junior IT Analyst	\$49.50	\$49.50
7	CITADEL-LAB-CAT-055	Technical Writer	\$46.63	\$46.63
8	CITADEL-LAB-CAT-065	Apprentice IT Analyst	\$68.74	\$68.74
9	CITADEL-LAB-CAT-067	Journeyman IT Analyst	\$70.12	\$70.12
10	CITADEL-LAB-CAT-069	Senior IT Analyst	\$85.47	\$85.47
11	CITADEL-LAB-CAT-075	Procurement Management Expert	\$70.68	\$70.68
12	CITADEL-LAB-CAT-077	Emerging Technology Expert	\$53.45	\$53.45
13	CITADEL-LAB-CAT-085	Subject Matter Expert	\$73.77	\$73.77

14	CITADEL-LAB-CAT-087	Senior Subject Matter Expert	\$88.71	\$88.71
15	CITADEL-LAB-CAT-095	Senior Technician	\$53.00	\$53.00
16	CITADEL-LAB-CAT-097	Project Control Officer	\$71.12	\$71.12
17	CITADEL-LAB-CAT-099	Master IT Analyst	\$95.25	\$95.25
18	CITADEL-LAB-CAT-101	Programmer (level 1)	\$40.00	\$40.00
19	CITADEL-LAB-CAT-102	Programmer (level 2)	\$43.00	\$43.00
20	CITADEL-LAB-CAT-103	Programmer (level 3)	\$46.00	\$46.00
21	CITADEL-LAB-CAT-104	Programmer (level 4)	\$50.00	\$50.00
22	CITADEL-LAB-CAT-111	Programmer Analyst (level 1)	\$50.00	\$50.00
23	CITADEL-LAB-CAT-112	Programmer Analyst (level 2)	\$55.00	\$55.00
24	CITADEL-LAB-CAT-113	Programmer Analyst (level 3)	\$65.00	\$65.00
25	CITADEL-LAB-CAT-114	Programmer Analyst (level 4)	\$70.00	\$70.00
26	CITADEL-LAB-CAT-121	Senior Programmer (level 1)	\$65.00	\$65.00
27	CITADEL-LAB-CAT-122	Senior Programmer (level 2)	\$75.00	\$75.00
28	CITADEL-LAB-CAT-123	Senior Programmer (level 3)	\$80.00	\$80.00
29	CITADEL-LAB-CAT-124	Senior Programmer (level 4)	\$90.00	\$90.00
30	CITADEL-LAB-CAT-201	Consultant (level 1)	\$80.00	\$80.00
31	CITADEL-LAB-CAT-202	Consultant (level 2)	\$90.00	\$90.00
32	CITADEL-LAB-CAT-203	Consultant (level 3)	\$105.00	\$105.00

33	CITADEL-LAB-CAT-204	Consultant (level 4)	\$130.00	\$130.00
34	CITADEL-LAB-CAT-221	Senior Consultant (level 1)	\$120.00	\$120.00
35	CITADEL-LAB-CAT-222	Senior Consultant (level 2);	\$130.00	\$130.00
36	CITADEL-LAB-CAT-223	Senior Consultant (level 3)	\$150.00	\$150.00
37	CITADEL-LAB-CAT-224	Senior Consultant (level 4)	\$160.00	\$160.00
38	CITADEL-LAB-CAT-301	Analyst (level 1)	\$70.00	\$70.00
39	CITADEL-LAB-CAT-302	Analyst (level 2)	\$80.00	\$80.00
40	CITADEL-LAB-CAT-303	Analyst (level 3)	\$90.00	\$90.00
41	CITADEL-LAB-CAT-304	Analyst (level 4)	\$100.00	\$100.00
42	CITADEL-LAB-CAT-321	Senior Analyst (level 1)	\$95.00	\$95.00
43	CITADEL-LAB-CAT-322	Senior Analyst (level 2)	\$100.00	\$100.00
44	CITADEL-LAB-CAT-323	Senior Analyst (level 3)	\$112.00	\$112.00
45	CITADEL-LAB-CAT-324	Senior Analyst (level 4)	\$136.00	\$136.00
46	CITADEL-LAB-CAT-401	Network Consultant (level 1)	\$65.00	\$65.00
47	CITADEL-LAB-CAT-402	Network Consultant (level 2)	\$75.00	\$75.00
48	CITADEL-LAB-CAT-403	Network Consultant (level 3)	\$80.00	\$80.00
49	CITADEL-LAB-CAT-404	Network Consultant (level 4)	\$90.00	\$90.00
50	CITADEL-LAB-CAT-421	Senior Network Consultant (level 1)	\$94.00	\$94.00
51	CITADEL-LAB-CAT-422	Senior Network Consultant (level 2)	\$113.00	\$113.00

52	CITADEL-LAB-CAT-423	Senior Network Consultant (level 3)	\$127.00	\$127.00
53	CITADEL-LAB-CAT-424	Senior Network Consultant (level 4)	\$150.00	\$150.00
54	CITADEL-LAB-CAT-451	Network Specialist (level 1)	\$90.00	\$90.00
55	CITADEL-LAB-CAT-452	Network Specialist (level 2)	\$105.00	\$105.00
56	CITADEL-LAB-CAT-453	Network Specialist (level 3)	\$115.00	\$115.00
57	CITADEL-LAB-CAT-454	Network Specialist (level 4)	\$120.00	\$120.00
58	CITADEL-LAB-CAT-475	Network Administrator	\$140.00	\$140.00
59	CITADEL-LAB-CAT-501	Manager (level 1)	\$55.00	\$55.00
60	CITADEL-LAB-CAT-502	Manager (level 2)	\$60.00	\$60.00
61	CITADEL-LAB-CAT-503	Manager (level 3)	\$70.00	\$70.00
62	CITADEL-LAB-CAT-504	Manager (level 4)	\$85.00	\$85.00
63	CITADEL-LAB-CAT-521	Senior Manager (level 1)	\$80.00	\$80.00
64	CITADEL-LAB-CAT-522	Senior Manager (level 2)	\$90.00	\$90.00
65	CITADEL-LAB-CAT-523	Senior Manager (level 3)	\$100.00	\$100.00
66	CITADEL-LAB-CAT-524	Senior Manager (level 4)	\$120.00	\$120.00
67	CITADEL-LAB-CAT-601	Oracle Developer (level 1)	\$65.00	\$65.00
68	CITADEL-LAB-CAT-602	Oracle Developer (level 2)	\$85.00	\$85.00
69	CITADEL-LAB-CAT-603	Oracle Developer (level 3)	\$110.00	\$110.00
70	CITADEL-LAB-CAT-604	Oracle Developer (level 4)	\$125.00	\$125.00

71	CITADEL-LAB-CAT-701	SAP Programmer (level 1)	\$75.00	\$75.00
72	CITADEL-LAB-CAT-702	SAP Programmer (level 2)	\$85.00	\$85.00
73	CITADEL-LAB-CAT-703	SAP Programmer (level 3)	\$110.00	\$110.00
74	CITADEL-LAB-CAT-704	SAP Programmer (level 4)	\$135.00	\$135.00
75	CITADEL-LAB-CAT-721	SAP Basis Administrator (level 1)	\$85.00	\$85.00
76	CITADEL-LAB-CAT-722	SAP Basis Administrator (level 2)	\$110.00	\$110.00
77	CITADEL-LAB-CAT-723	SAP Basis Administrator (level 3)	\$130.00	\$130.00
78	CITADEL-LAB-CAT-724	SAP Basis Administrator (level 4)	\$150.00	\$150.00
79	CITADEL-LAB-CAT-801	SAS Programmer (level 1)	\$45.00	\$45.00
80	CITADEL-LAB-CAT-802	SAS Programmer (level 2)	\$50.00	\$50.00
81	CITADEL-LAB-CAT-803	SAS Programmer (level 3)	\$60.00	\$60.00
82	CITADEL-LAB-CAT-804	SAS Programmer (level 4)	\$75.00	\$75.00
83	CITADEL-LAB-CAT-821	SAS Developer (level 1)	\$85.00	\$85.00
84	CITADEL-LAB-CAT-822	SAS Developer (level 2)	\$110.00	\$110.00
85	CITADEL-LAB-CAT-823	SAS Developer (level 3)	\$120.00	\$120.00
86	CITADEL-LAB-CAT-824	SAS Developer (level 4)	\$135.00	\$135.00
87	CITADEL-LAB-CAT-900	Administrative Assistant	\$35.00	\$35.00
88	CITADEL-LAB-CAT-905	C, C++ Programmer	\$45.00	\$45.00
89	CITADEL-LAB-CAT-910	C++ Senior Software Consultant	\$60.00	\$60.00

90	CITADEL-LAB-CAT-915	Graphics Technician	\$55.00	\$55.00
91	CITADEL-LAB-CAT-920	Maintenance Technician	\$45.00	\$45.00
92	CITADEL-LAB-CAT-925	Maintenance Technician Lead	\$50.00	\$50.00
93	CITADEL-LAB-CAT-930	Product Technician	\$40.00	\$40.00
94	CITADEL-LAB-CAT-935	Product Technician Lead	\$55.00	\$55.00
95	CITADEL-LAB-CAT-940	WAN Assistant Technical Manager	\$60.00	\$60.00
96	CITADEL-LAB-CAT-945	Wide Area Network (WAN) Technical Manager	\$75.00	\$75.00
97	CITADEL-LAB-CAT-950	LAN/WAN Technical Manager (Lead CNE)	\$80.00	\$80.00
98	CITADEL-LAB-CAT-955	Senior Web Developer	\$75.00	\$75.00
99	CITADEL-LAB-CAT-960	System Administrator	\$75.00	\$75.00
100	CITADEL-LAB-CAT-965	UNIX Administrator	\$75.00	\$75.00
101	CITADEL-LAB-CAT-970	Application Developer	\$85.00	\$85.00
102	CITADEL-LAB-CAT-975	Senior Application Developer	\$105.00	\$105.00
103	CITADEL-LAB-CAT-980	Project Manager	\$175.00	\$175.00
104	CITADEL-LAB-CAT-985	Senior Project Manager	\$215.00	\$215.00

CITADEL CONSULTING, INC

IT PROFESSIONAL SERVICES LABOR CATEGORY DESCRIPTIONS

CITADEL-LAB-CAT-015 Clerical

Minimum General Experience:

Shall be a High School graduate with technical training. Associates degree in computer science preferred or equivalent experience. Experience may be substituted for education at the rate of one year of experience for one year of college credit.

Functional Responsibility:

Shall have a minimum of one year experience in applications software use, installation, troubleshooting and training. Working knowledge of Window Applications, MS DOS, Microsoft Office Suite, ccMail, Lotus Organizer, and Project Software. Good communications and code documentation skills are necessary.

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-017 Junior Technician

Minimum General Experience:

One (1) or two (2) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps)

Functional Responsibility:

Shall have broad knowledge of network software including: ProComm Plus, Novell NetWare; Norton Utilities, PCTools, Hard disk Management Software, Macintosh Diagnostic Software, Windows, 3Com, Window Applications, Support Magic, MS DOS, Microsoft Office Suite, ccMail, Lotus Organizer, and Fox Pro. Installation, configuration, and customization of hardware, operating systems, and application software. Creates and maintains documentation for programs. Maintains existing programs.

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-019 Technician

Minimum General Experience:

One (1) or two (2) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps)

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Write batch, Database, and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms.

Creates and maintains documentation for programs. Maintains existing programs. Good communications and

code documentation skills are necessary.

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-035 Entry Level IT Trainee

Minimum General Experience:

One (1) or two (2) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps)

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software.

Provide PC_based software training in a classroom setting Develop lesson plans and evaluate new training methods as required. Establish prerequisites for student instruction and enrollment. Manage the classroom facility. Develop and manage training schedules. Maintain student-training record. Resolve user software problems. Evaluate software packages for possible use. Ensure training is conducted by other software technicians in a professional and informative manner. Conduct one-on-one training as required. Update class Performance of Instruction (POI) as required. Editing and publishing the quarterly Information Center Newsletter. Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-037 Journeyman Technician

Minimum General Experience:

Zero (0) to two (2) years of relevant experience.

Functional Responsibility:

Conduct applications software training classes. Resolve user problems as they relate to software. Install software on PC workstations. Serve as primary Help Desk point of contact as scheduled. Provide weekly activity report to the Lead Product Technician

Minimum Education:

Completed or in a path to complete a BA or BS degree in Computer Science, Engineering, Math, Economics, or Business.

CITADEL-LAB-CAT-045 Junior IT Analyst

Minimum General Experience:

One (1) or two (2) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Resolve user problems as they relate to software. Install software on PC workstations serve as primary Help Desk point of contact as scheduled. Provide weekly activity report to the Lead Product Technician. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software.

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-055 Technical Writer*Minimum General Experience:*

One (1) or two (2) years of technical experience which applies to system software installation. Responsible for providing assistance to operators/users in the use of software and software product applications.

This assistance includes technical assistance, guidance, classroom training, and hands-on help to users with the automation tools/programs used for manipulation of decision support information resources. Individual provides assistance for the help desk operation. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Properly tests programs to insure validity.

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-065 Apprentice IT Analyst*Minimum General Experience:*

Two (2) to five (5) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Shall have broad knowledge of network software including: Novell NetWare; Norton Utilities, PCTools, Hard disk Management Software, Diagnostic Software, Windows, 3Com, Window Applications, Support Magic, MS DOS, Microsoft Office Suite, Lotus Organizer, and Fox Pro. Write batch, Database, and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software.

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-067 Journeyman IT Analyst*Minimum General Experience:*

Two (2) to six (6) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Shall have broad knowledge of network software including: Novell NetWare; Norton Utilities, PCTools, Hard disk Management Software, Diagnostic Software, Windows, 3Com, Window Applications, Support Magic, MS DOS, Microsoft Office Suite, Lotus Organizer, and Fox Pro. Write batch, Database, and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Properly tests programs to insure validity.

Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software.

Responsible for providing assistance to operators/users in the use of software and software product applications. This assistance includes technical assistance, guidance, classroom training, and hands-on help to users with the automation tools/programs used for manipulation of decision support information resources. Individual provides assistance for the help desk operation.

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-069 Senior IT Analyst

Minimum General Experience:

Two (2) to seven (7) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Shall have broad knowledge of network software including: Novell NetWare; Norton Utilities, PCTools, Hard disk Management Software, Diagnostic Software, Windows, 3Com, Window Applications, Support Magic, MS DOS, Microsoft Office Suite, Lotus Organizer, and Fox Pro. Write batch, Database, and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software.

Responsible for providing assistance to operators/users in the use of software and software product applications. This assistance includes technical assistance, guidance, classroom training, and hands-on help to users with the automation tools/programs used for manipulation of decision support information resources. Individual provides assistance for the help desk operation.

Minimum Education:

BS in Engineering, Mathematics, Computer Science, Operations Research, or applied science.

CITADEL-LAB-CAT-075 Procurement Management Expert

Minimum General Experience:

One (1) to five (5) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). This level should have, at a minimum, a comprehensive understanding of IT strategy development and implementation as well as a broad-based knowledge of network topology design/architecture. The Procurement Management Expert must possess extensive cognition of all aspects of the consulting business. The Procurement Management Expert should have at least 10 years of experience in the sales and implementation of application solutions.

Functional Responsibility:

The Procurement Management Expert is responsible for ensuring the engagements are professionally managed and all client deliverables meet the client's expectations. This level is responsible for providing the vision and direction for the group and evolving the consulting group organization to meet the strategic challenges. The Procurement Management Expert serves as the primary interface for the executive management of major clients to develop the IT and business strategy and implementation plan.

Minimum Education:

BS in Engineering, Mathematics, Computer Science, Operations Research, or applied science.

CITADEL-LAB-CAT-077 Emerging Technology Expert

Minimum General Experience:

One (1) to three (3) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Shall have broad knowledge of network software including: Novell NetWare; Norton Utilities, PCTools, Hard disk Management Software, Diagnostic Software, Windows, Window Applications, Support Magic, MS DOS, Microsoft Office Suite, Lotus Organizer, and Fox Pro. Write batch, Database, and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Responsible for providing assistance to operators/users in the use of software and software product applications. This assistance includes technical assistance, guidance, classroom training, and hands-on help to users with the automation tools/programs used for manipulation of decision support information resources. Individual provides assistance for the help desk operation.

Minimum Education:

BS in Engineering, Mathematics, Computer Science, Operations Research, or applied science.

CITADEL-LAB-CAT-085 Subject Matter Expert

Minimum General Experience:

Two (2) to five (5) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Shall have broad knowledge of network software including: Novell NetWare; Norton Utilities, PCTools, Hard disk Management Software, Diagnostic Software, Windows, 3Com, Window Applications, Support Magic, MS DOS, Microsoft Office Suite, Lotus Organizer, and Fox Pro. Write batch, Database, and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Responsible for providing assistance to operators/users in the use of software and software product applications. This assistance includes technical assistance, guidance, classroom training, and hands-on help to users with the automation tools/programs used for manipulation of decision support information resources. Individual provides assistance for the help desk operation.

Minimum Education:

BS in Engineering, Mathematics, Computer Science, Operations Research, or applied science.

CITADEL-LAB-CAT-087 Senior Subject Matter Expert

Minimum General Experience:

Two (2) to seven (7) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Shall have broad knowledge of network software including: Novell NetWare; Norton Utilities, PCTools, Hard disk Management Software, Diagnostic Software, Windows, 3Com, Window Applications, Support Magic, MS DOS, Microsoft Office Suite, Lotus Organizer, and Fox Pro. Write batch, Database, and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Responsible for providing assistance to operators/users in the use of software and software product applications. This assistance includes technical assistance, guidance, classroom training, and hands-on help to users with the automation tools/programs used for manipulation of decision support information resources. Individual provides assistance for the help desk operation.

Minimum Education:

BS in Engineering, Mathematics, Computer Science, Operations Research, or applied science.

CITADEL-LAB-CAT-095 Senior Technician

Minimum General Experience:

One (1) to four (4) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Shall have broad knowledge of network software including: Novell NetWare; Norton Utilities, PCTools, Hard disk Management Software, Diagnostic Software, Windows, Window Applications, Support Magic, MS DOS, Microsoft Office Suite, Lotus Organizer, and Fox Pro. Write batch, Database, and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Conduct applications software training classes. Resolve user problems as they relate to software. Install software on PC workstations. Serve as primary Help Desk point of contact as scheduled. Provide weekly activity report to the Lead Product Technician. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Responsible for providing assistance to operators/users in the use of software and software product applications. This assistance includes technical assistance, guidance, classroom training, and hands-on help to users with the automation tools/programs used for manipulation of decision support information resources. Individual provides assistance for the help desk operation.

Minimum Education:

BS in Engineering, Mathematics, Computer Science, Operations Research, or applied science.

CITADEL-LAB-CAT-097 Project Control Officer

Minimum General Experience:

One (1) to six (6) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Shall have broad knowledge of Window Applications, MS DOS, Microsoft Office Suite, Lotus Organizer, and Fox Pro. Coordinates with users, either personally or through Systems

Analyst, to determine users' requirements and method of compiling and furnishing data to users. Conduct applications software training classes. Resolve user problems as they relate to software. Install software on PC workstations. Serve as primary Help Desk point of contact as scheduled. Provide weekly activity report to the Lead Product Technician. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Responsible for providing assistance to operators/users in the use of software and software product applications. This assistance includes technical assistance, guidance, classroom training, and hands-on help to users with the automation tools/programs used for manipulation of decision support information resources. Individual provides assistance for the help desk operation.

Minimum Education:

BS in Engineering, Mathematics, Computer Science, Operations Research, or applied science.

CITADEL-LAB-CAT-099 Master IT Analyst

Minimum General Experience:

Two (2) to seven (7) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Shall have broad knowledge of network software including: Novell NetWare; Norton Utilities, PCTools, Hard disk Management Software, Diagnostic Software, Windows, 3Com, Window Applications, Support Magic, MS DOS, Microsoft Office Suite, Lotus Organizer, and Fox Pro. Coordinates with users, to determine users' requirements and method of compiling and furnishing data to users. Resolve user problems as they relate to software. Provide weekly activity report to the Lead Product Technician. Properly tests programs to insure validity. Good communications and code documentation skills are necessary.

Functional Responsibility:

Responsible for providing assistance to operators/users in the use of software and software product applications. This assistance includes technical assistance, guidance, classroom training, and hands-on help to users with the automation tools/programs used for manipulation of decision support information resources. Individual provides assistance for the help desk operation.

Minimum Education:

BS in Engineering, Mathematics, Computer Science, Operations Research, or applied science.

CITADEL-LAB-CAT-100 Programmer

Minimum General Experience:

One (1) or two (2) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Write batch, Database, COBOL and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Maintain state-of-the-art programming expertise through participation in in-house, as well as outside, seminars, schools, and professional associations. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Resolve user software problems. Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-101 Programmer (level 1)

Minimum General Experience:

One (1) to two (2) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Write batch, Database, COBOL and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Maintain state-of-the-art programming expertise through participation in in-house, as well as outside, seminars, schools, and professional associations. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Resolve user software problems
Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-102 Programmer (level 2)

Minimum General Experience:

One (1) to four (4) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Write batch, Database, COBOL and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Resolve user software problems. Evaluate software packages for possible use. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Maintain state-of-the-art programming expertise through participation in in-house, as well as outside, seminars, schools, and professional associations. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Resolve user software problems. Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-103 Programmer (level 3)

Minimum General Experience:

One (1) to five (5) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Installation, configuration, and customization of hardware, operating systems, and application software. Provide PC_based software training in a classroom setting. Develop and manage training schedules.

Develop lesson plans and evaluate new training methods as required. Establish prerequisites for student instruction and enrollment. Write batch, Database, COBOL and online programs for information systems to

extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Resolve user software problems. Evaluate software packages for possible use. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Maintain state-of-the-art programming expertise through participation in in-house, as well as outside, seminars, schools, and professional associations. Good communications and code documentation skills are necessary.

Functional Responsibility:

Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-104 Programmer (level 4)

Minimum General Experience:

One (1) to eight (8) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Write batch, Database, COBOL and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Provide PC_based software training in a classroom setting. Develop lesson plans and evaluate new training methods as required. Establish prerequisites for student instruction and enrollment Manage the classroom facility. Develop and manage training schedules Maintain student training record. Resolve user software problems Evaluate software packages for possible use. Ensure training is conducted by other software technicians in a professional and informative manner.

Conduct one-on-one training as required. Update class Performance of Instruction (POI) as required. Editing and publishing the quarterly Information Center Newsletter. Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-110 Programmer Analyst

Minimum General Experience:

Two (2) to three (3) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Write batch, Database, COBOL and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Maintain state-of-the-art programming expertise through participation in in-house, as well as outside, seminars, schools, and professional associations. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Resolve user software problems. Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-111 Programmer Analyst (level 1)

Minimum General Experience:

Two (2) to four (4) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Write batch, Database, COBOL and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Maintain state-of-the-art programming expertise through participation in in-house, as well as outside, seminars, schools, and professional associations. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Resolve user software problems. Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-112 Programmer Analyst (level 2)

Minimum General Experience:

Two (2) to five (5) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Write batch, Database, COBOL and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Resolve user software problems. Evaluate software packages for possible use. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Maintain state-of-the-art programming expertise through participation in in-house, as well as outside, seminars, schools, and professional associations. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Resolve user software problems. Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience

CITADEL-LAB-CAT-113 Programmer Analyst (level 3)

Minimum General Experience:

Two (2) to six (6) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Installation, configuration, and customization of hardware, operating

systems, and application software. Provide PC_based software training in a classroom setting. Develop and manage training schedules. Develop lesson plans and evaluate new training methods as required. Establish prerequisites for student instruction and enrollment. Write batch, Database, COBOL and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Resolve user software problems. Evaluate software packages for possible use. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Maintain state-of-the-art programming expertise through participation in in-house, as well as outside, seminars, schools, and professional associations. Good communications and code documentation skills are necessary.

Functional Responsibility:

Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-114 Programmer Analyst (level 4)

Minimum General Experience:

Two (2) to nine (9) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Write batch, Database, COBOL and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Provide PC_based software training in a classroom setting. Develop lesson plans and evaluate new training methods as required. Establish prerequisites for student instruction and enrollment. Manage the classroom facility. Develop and manage training schedules. Maintain student training record. Resolve user software problems. Evaluate software packages for possible use. Ensure other software technicians conduct training in a professional and informative manner. Conduct one-on-one training as required. Update class Performance of Instruction (POI) as required. Editing and publishing the quarterly Information Center Newsletter. Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-120 Senior Programmer

Minimum General Experience:

Three (3) to six (6) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Write batch, Database, COBOL and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Maintain state-of-the-art programming expertise

through participation in in-house, as well as outside, seminars, schools, and professional associations. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Resolve user software problems. Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-121 Senior Programmer (level 1)

Minimum General Experience:

Three (3) to seven (7) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Write batch, Database, COBOL and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Maintain state-of-the-art programming expertise through participation in in-house, as well as outside, seminars, schools, and professional associations. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Resolve user software problems

Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-122 Senior Programmer (level 2)

Minimum General Experience:

Three (3) to eight (8) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Write batch, Database, COBOL and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Resolve user software problems. Evaluate software packages for possible use. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Maintain state-of-the-art programming expertise through participation in in-house, as well as outside, seminars, schools, and professional associations. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Resolve user software problems. Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-123 Senior Programmer (level 3)

Minimum General Experience:

Three (3) to nine (9) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Installation, configuration, and customization of hardware, operating systems, and application software. Provide PC_based software training in a classroom setting. Develop and manage training schedules. Develop lesson plans and evaluate new training methods as required. Establish prerequisites for student instruction and enrollment. Write batch, Database, COBOL and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Resolve user software problems. Evaluate software packages for possible use. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Maintain state-of-the-art programming expertise through participation in in-house, as well as outside, seminars, schools, and professional associations. Good communications and code documentation skills are necessary.

Functional Responsibility:

Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-124 Senior Programmer (level 4)

Minimum General Experience:

Three (3) to ten (10) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Write batch, Database, COBOL and online programs for information systems to extract, sort, update, and print data in format needed and to allow inquiries and updates of Database by users. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users. Properly tests programs to insure validity. Transfers programs and JCL into production and submits necessary production forms. Creates and maintains documentation for programs. Maintains existing programs. Good communications and code documentation skills are necessary.

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Provide PC_based software training in a classroom setting. Develop lesson plans and evaluate new training methods as required. Establish prerequisites for student instruction and enrollment. Manage the classroom facility. Develop and manage training schedules. Maintain student-training record. Resolve user software problems. Evaluate software packages for possible use. Ensure training is conducted by other software technicians in a professional and informative manner. Conduct one-on-one training as required. Update class Performance of Instruction (POI) as required. Editing and publishing the quarterly Information Center Newsletter. Provide weekly activity report to the PM

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-200 Consultant

Minimum General Experience:

Three (3) to five (5) years consulting experience. Working in a client server environment, these positions require hands-on expertise in industry leading networking and/or operating system software (such as Oracle). In addition, candidates should be proficient in Windows applications development and have familiarity with GUI tool kits (Visual Basic, C++, PowerBuilder) and SQL.

Functional Responsibility:

A consultant should have, at a minimum, in depth knowledge of design, coding and debugging of programs on standard systems as well as the practical application of business system analysis. A consultant typically contributes to the functional and technical specifications for development of a discrete project deliverable of moderate complexity. A consultant is typically involved with several phases of the technical systems integration (coding, testing, and documenting).

Minimum Education:

BA or BS in Computer Science, Engineering, Mathematics, Economics or Business

CITADEL-LAB-CAT-201 Consultant (level 1)

Minimum General Experience:

Three (3) to six (6) years engineering experience. Working in a client server environment, these positions require hands-on expertise in industry leading networking and/or operating system software (such as Oracle). In addition, candidates should be proficient in Windows applications development and have familiarity with GUI tool kits (Visual Basic, C++, PowerBuilder) and SQL.

Functional Responsibility:

A consultant should have, at a minimum, in depth knowledge of design, coding and debugging of programs on standard systems as well as the practical application of business system analysis. A consultant typically contributes to the functional and technical specifications for development of a discrete project deliverable of moderate complexity. A consultant is typically involved with several phases of the technical systems integration (coding, testing, and documenting).

Minimum Education:

BA or BS in Computer Science, Engineering, Mathematics, Economics or Business

CITADEL-LAB-CAT-202 Consultant (level 2)

Minimum General Experience:

Three (3) to eight (8) years engineering experience. Working in a client server environment, these positions require hands-on expertise in industry leading networking and/or operating system software (such as Oracle). In addition, candidates should be proficient in Windows applications development and have familiarity with GUI tool kits (Visual Basic, C++, PowerBuilder) and SQL.

Functional Responsibility:

A consultant should have, at a minimum, in depth knowledge of design, coding and debugging of programs on standard systems as well as the practical application of business system analysis. A consultant typically contributes to the functional and technical specifications for development of a discrete project deliverable of moderate complexity. A consultant is typically involved with several phases of the technical systems integration (coding, testing, and documenting).

Minimum Education:

BA or BS in Computer Science, Engineering, Mathematics, Economics or Business.

CITADEL-LAB-CAT-203 Consultant (level 3)

Minimum General Experience:

Three (3) to nine (9) years engineering experience. Working in a client server environment, these positions require hands-on expertise in industry leading networking and/or operating system software (such as Oracle). In addition, candidates should be proficient in Windows applications development and have familiarity with GUI tool kits (Visual Basic, C++, PowerBuilder) and SQL.

Functional Responsibility:

A consultant should have, at a minimum, in depth knowledge of design, coding and debugging of programs on standard systems as well as the practical application of business system analysis. A consultant typically contributes to the functional and technical specifications for development of a discrete project deliverable of moderate complexity. A consultant is typically involved with several phases of the technical systems integration (coding, testing, and documenting).

Minimum Education:

BA or BS in Computer Science, Engineering, Mathematics, Economics or Business.

CITADEL-LAB-CAT-204 Consultant (level 4)

Minimum General Experience:

Three (3) to ten (10) years engineering experience. Working in a client server environment, these positions require hands-on expertise in industry leading networking and/or operating system software (such as Oracle). In addition, candidates should be proficient in Windows applications development and have familiarity with GUI tool kits (Visual Basic, C++, PowerBuilder) and SQL.

Functional Responsibility:

A consultant should have, at a minimum, in depth knowledge of design, coding and debugging of programs on standard systems as well as the practical application of business system analysis. A consultant typically contributes to the functional and technical specifications for development of a discrete project deliverable of moderate complexity. A consultant is typically involved with several phases of the technical systems integration (coding, testing, and documenting).

Minimum Education:

BA or BS in Computer Science, Engineering, Mathematics, Economics or Business.

CITADEL-LAB-CAT-220 Senior Consultant

Minimum General Experience:

Five (5) or more years of management consulting, systems integration or systems development. Should have a minimum, an in depth knowledge of program design on standard systems, as well as system analysis, business modeling and consulting methodologies. Familiar with a variety of technologies, particularly Database and Web.

Functional Responsibility:

Deploy technologies such as Oracle or Web systems for clients. Work includes application development, infrastructure planning, and system integration activities. Plans the activities and resource requirements of assigned phases of an engagement(s) which impact a segment of the client's business; focuses on the delivery of engagement results to the client; may require involvement in several engagements simultaneously and the coordination of other consultants involved in a specific project phase.

Minimum Education:

BA or BS in Computer Science, Engineering, Mathematics, Economics or Business.

CITADEL-LAB-CAT-221 Senior Consultant (level 1)

Minimum General Experience:

Six (6) or more years of management consulting, systems integration or systems development. Should have a minimum, an in depth knowledge of program design on standard systems, as well as system analysis, business modeling and consulting methodologies. Familiar with a variety of technologies, particularly Database and Web.

Functional Responsibility:

Deploy technologies such as Oracle or Web systems for clients. Work includes application development, infrastructure planning, and system integration activities. Plans the activities and resource requirements of assigned phases of an engagement(s) which impact a segment of the client's business; focuses on the delivery of engagement results to the client; may require involvement in several engagements simultaneously and the coordination of other consultants involved in a specific project phase. Good communications and code documentation skills are necessary.

Minimum Education:

BA or BS in Computer Science, Engineering, Mathematics, Economics or Business.

CITADEL-LAB-CAT-222 Senior Consultant (level 2)

Minimum General Experience:

Seven (7) or more years of management consulting, systems integration or systems development. Should have a minimum, an in depth knowledge of program design on standard systems, as well as system analysis, business modeling and consulting methodologies. Familiar with a variety of technologies, particularly Database and Web.

Functional Responsibility:

Deploy technologies such as Oracle or Web systems for clients. Work includes application development, infrastructure planning, and system integration activities. Plans the activities and resource requirements of assigned phases of an engagement(s) which impact a segment of the client's business; focuses on the delivery of engagement results to the client; may require involvement in several engagements simultaneously and the coordination of other consultants involved in a specific project phase. Good communications and code documentation skills are necessary.

Minimum Education:

BA or BS in Computer Science, Engineering, Mathematics, Economics or Business.

CITADEL-LAB-CAT-223 Senior Consultant (level 3)

Minimum General Experience:

Height (8) or more years of management consulting, systems integration or systems development. Should have a minimum, an in depth knowledge of program design on standard systems, as well as system analysis, business modeling and consulting methodologies. Familiar with a variety of technologies, particularly Database and Web.

Functional Responsibility:

Deploy technologies such as Oracle or Web systems for clients. Work includes application development, infrastructure planning, and system integration activities. Plans the activities and resource requirements of assigned phases of an engagement(s) which impact a segment of the client's business; focuses on the delivery of engagement results to the client; may require involvement in several engagements simultaneously and the coordination of other consultants involved in a specific project phase. Good communications and code documentation skills are necessary.

Minimum Education:

BA or BS in Computer Science, Engineering, Mathematics, Economics or Business.

CITADEL-LAB-CAT-224 Senior Consultant (level 4)

Minimum General Experience:

Nine (9) or more years of management consulting, systems integration or systems development. Should have a minimum, an in depth knowledge of program design on standard systems, as well as system analysis, business

modeling and consulting methodologies. Familiar with a variety of technologies, particularly Database and Web.

Functional Responsibility:

Deploy technologies such as Oracle or Web systems for clients. Work includes application development, infrastructure planning, and system integration activities. Plans the activities and resource requirements of assigned phases of an engagement(s) which impact a segment of the client's business; focuses on the delivery of engagement results to the client; may require involvement in several engagements simultaneously and the coordination of other consultants involved in a specific project phase. Good communications and code documentation skills are necessary.

Minimum Education:

BA or BS in Computer Science, Engineering, Mathematics, Economics or Business.

CITADEL-LAB-CAT-300 Analyst

Minimum General Experience:

Five (5) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Technical skills include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7 and stored procedures.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-301 Analyst (level 1)

Minimum General Experience:

Five (5) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise in SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-302 Analyst (level 2)

Minimum General Experience:

Five (5) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-303 Analyst (level 3)

Minimum General Experience:

Five (5) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Coordinates with users, either personally or through Systems Analyst, to determine users' requirements and method of compiling and furnishing data to users.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-304 Analyst (level 4)

Five (5) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-320 Senior Analyst

Minimum General Experience:

Five (5) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-321 Senior Analyst (level 1)

Minimum General Experience:

Five (5) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-322 Senior Analyst (level 2)

Minimum General Experience:

Five (5) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-323 Senior Analyst (level 3)

Minimum General Experience:

Five (5) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-324 Senior Analyst (level 4)

Minimum General Experience:

Five (5) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-400 Network Consultant

Minimum General Experience:

Six (6) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-401 Network Consultant (level 1)

Minimum General Experience:

Six (6) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-402 Network Consultant (level 2)

Minimum General Experience:

Six (6) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-403 Network Consultant (level 3)

Minimum General Experience:

Six (6) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-404 Network Consultant (level 4)

Minimum General Experience:

Six (6) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-420 Senior Network Consultant

Minimum General Experience:

Seven (7) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-421 Senior Network Consultant (level 1)

Minimum General Experience:

Seven (7) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-422 Senior Network Consultant (level 2)

Minimum General Experience:

Seven (7) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-423 Senior Network Consultant (level 3)

Minimum General Experience:

Seven (7) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-424 Senior Network Consultant (level 4)

Minimum General Experience:

Seven (7) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-450 Network Specialist

Minimum General Experience:

Eight (8) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-451 Network Specialist (level 1)

Minimum General Experience:

Eight (8) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-452 Network Specialist (level 2)

Minimum General Experience:

Eight (8) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-453 Network Specialist (level 3)

Minimum General Experience:

Eight (8) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-454 Network Specialist (level 4)

Minimum General Experience:

Eight (8) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-475 Network Administrator

Minimum General Experience:

Eight (8) years of technical experience which applies to network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Combines a strong technical background with excellent communication skills. Has 3 - 5 years doing NT/Novell server support for large-scale environments. Other skills include network design, routers, hubs and firewalls. Has extensive experience with NDS tree structures, including creating new structures for a new department. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-500 Manager

Minimum General Experience:

Eight (8) years of technical experience, which applies to management, network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Manage, operate and maintain the Information Center within the constraints of the contract. Plan and direct the work efforts of contractor employees assigned to the Information Center support contract. Resolve problems relating to technical performance, quality of products, invoicing and personnel. Ensure the following functions are provided in a coordinated effort: administrative support, preventive maintenance program, on/off site corrective maintenance, equipment float program, installation/configuration support and control,

software/product application support to include training, network support, graphics support, security accreditation assistance, IMA engineering support, and system documentation. Enforce government and company policies. Evaluate employee performance. Manage the contract within the budget and schedule. Ensure the technical correctness, timeliness, and quality of contract deliverables. Provide weekly and monthly activity reports to the COR Work independently or with the COR on complex problems involving all phases of project management, work flow, and resource management.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Combines a strong technical background with excellent communication skills. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-501 Manager (level 1)

Minimum General Experience:

Eight (8) years of technical experience, which applies to management, network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Manage, operate and maintain the Information Center within the constraints of the contract. Plan and direct the work efforts of contractor employees assigned to the Information Center support contract. Resolve problems relating to technical performance, quality of products, invoicing and personnel. Ensure the following functions are provided in a coordinated effort: administrative support, preventive maintenance program, on/off site corrective maintenance, equipment float program, installation/configuration support and control, software/product application support to include training, network support, graphics support, security accreditation assistance, IMA engineering support, and system documentation. Enforce government and company policies. Evaluate employee performance. Manage the contract within the budget and schedule. Ensure the technical correctness, timeliness, and quality of contract deliverables. Provide weekly and monthly activity reports to the COR Work independently or with the COR on complex problems involving all phases of project management, work flow, and resource management.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Combines a strong technical background with excellent communication skills. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-502 Manager (level 2)

Minimum General Experience:

Eight (8) years of technical experience, which applies to management, network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Manage, operate and maintain the Information Center within the constraints of the contract. Plan and direct the work efforts of contractor employees assigned to the Information Center support contract. Resolve problems relating to technical performance, quality of products, invoicing and personnel. Ensure the following functions are provided in a coordinated effort: administrative support, preventive maintenance program, on/off site corrective maintenance, equipment float program, installation/configuration support and control, software/product application support to include training, network support, graphics support, security accreditation assistance, IMA engineering support, and system documentation. Enforce government and company policies. Evaluate employee performance. Manage the contract within the budget and schedule. Ensure the technical correctness, timeliness, and quality of contract deliverables. Provide weekly and monthly activity reports to the COR Work independently or with the COR on complex problems involving all phases of project management, work flow, and resource management.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Combines a strong technical background with excellent communication skills. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-503 Manager (level 3)

Minimum General Experience:

Eight (8) years of technical experience, which applies to management, network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Manage, operate and maintain the Information Center within the constraints of the contract. Plan and direct the work efforts of contractor employees assigned to the Information Center support contract. Resolve problems relating to technical performance, quality of products, invoicing and personnel. Ensure the following functions are provided in a coordinated effort: administrative support, preventive maintenance program, on/off site corrective maintenance, equipment float program, installation/configuration support and control, software/product application support to include training, network support, graphics support, security accreditation assistance, IMA engineering support, and system documentation. Enforce government and company policies. Evaluate employee performance. Manage the contract within the budget and schedule. Ensure the technical correctness, timeliness, and quality of contract deliverables. Provide weekly and monthly activity reports to the COR Work independently or with the COR on complex problems involving all phases of project management, work flow, and resource management.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Combines a strong technical background with excellent communication skills. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-504 Manager (level 4)

Minimum General Experience:

Eight (8) years of technical experience, which applies to management, network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Manage, operate and maintain the Information Center within the constraints of the contract. Plan and direct the work efforts of contractor employees assigned to the Information Center support contract. Resolve problems relating to technical performance, quality of products, invoicing and personnel. Ensure the following functions are provided in a coordinated effort: administrative support, preventive maintenance program, on/off site corrective maintenance, equipment float program, installation/configuration support and control, software/product application support to include training, network support, graphics support, security accreditation assistance, IMA engineering support, and system documentation. Enforce government and company policies. Evaluate employee performance. Manage the contract within the budget and schedule. Ensure the technical correctness, timeliness, and quality of contract deliverables. Provide weekly and monthly activity reports to the COR Work independently or with the COR on complex problems involving all phases of project management, work flow, and resource management.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Combines a strong technical background with excellent communication skills. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-520 Senior Manager

Minimum General Experience:

Ten (10) years of technical experience, which applies to management, network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Manage, operate and maintain the Information Center within the constraints of the contract. Plan and direct the work efforts of contractor employees assigned to the Information Center support contract. Resolve problems relating to technical performance, quality of products, invoicing and personnel. Ensure the following functions are provided in a coordinated effort: administrative support, preventive maintenance program, on/off site corrective maintenance, equipment float program, installation/configuration support and control, software/product application support to include training, network support, graphics support, security accreditation assistance, IMA engineering support, and system documentation. Enforce government and company policies. Evaluate employee performance. Manage the contract within the budget and schedule. Ensure the technical correctness, timeliness, and quality of contract deliverables. Provide weekly and monthly activity reports to the COR Work independently or with the COR on complex problems involving all phases of project management, work flow, and resource management.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Combines a strong technical background with excellent communication skills. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-521 Senior Manager (level 1)

Ten (10) years of technical experience, which applies to management, network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Manage, operate and maintain the Information Center within the constraints of the contract. Plan and direct the work efforts of contractor employees assigned to the Information Center support contract. Resolve problems relating to technical performance, quality of products, invoicing and personnel. Ensure the following functions are provided in a coordinated effort: administrative support, preventive maintenance program, on/off site corrective maintenance, equipment float program, installation/configuration support and control, software/product application support to include training, network support, graphics support, security accreditation assistance, IMA engineering support, and system documentation. Enforce government and company policies. Evaluate employee performance. Manage the contract within the budget and schedule. Ensure the technical correctness, timeliness, and quality of contract deliverables. Provide weekly and monthly activity reports to the COR Work independently or with the COR on complex problems involving all phases of project management, work flow, and resource management.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Combines a strong technical background with excellent communication skills. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-522 Senior Manager (level 2)

Ten (10) years of technical experience, which applies to management, network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Manage, operate and maintain the Information Center within the constraints of the contract. Plan and direct the work efforts of contractor employees assigned to the Information Center support contract. Resolve problems relating to technical performance, quality of products, invoicing and personnel. Ensure the following functions are provided in a coordinated effort: administrative support, preventive maintenance program, on/off site corrective maintenance, equipment float program, installation/configuration support and control, software/product application support to include training, network support, graphics support, security accreditation assistance, IMA engineering support, and system documentation. Enforce government and company policies. Evaluate employee performance. Manage the contract within the budget and schedule. Ensure the technical correctness, timeliness, and quality of contract deliverables. Provide weekly and monthly activity reports to the COR Work independently or with the COR on complex problems involving all phases of project management, work flow, and resource management.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Combines a strong technical background with excellent communication skills. Expertise include Visual Basic,

Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-523 Senior Manager (level 3)

Ten (10) years of technical experience, which applies to management, network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Manage, operate and maintain the Information Center within the constraints of the contract. Plan and direct the work efforts of contractor employees assigned to the Information Center support contract. Resolve problems relating to technical performance, quality of products, invoicing and personnel. Ensure the following functions are provided in a coordinated effort: administrative support, preventive maintenance program, on/off site corrective maintenance, equipment float program, installation/configuration support and control, software/product application support to include training, network support, graphics support, security accreditation assistance, IMA engineering support, and system documentation. Enforce government and company policies. Evaluate employee performance. Manage the contract within the budget and schedule. Ensure the technical correctness, timeliness, and quality of contract deliverables. Provide weekly and monthly activity reports to the COR Work independently or with the COR on complex problems involving all phases of project management, work flow, and resource management.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Combines a strong technical background with excellent communication skills. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-524 Senior Manager (level 4)

Ten (10) years of technical experience, which applies to management, network technical experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Manage, operate and maintain the Information Center within the constraints of the contract. Plan and direct the work efforts of contractor employees assigned to the Information Center support contract. Resolve problems relating to technical performance, quality of products, invoicing and personnel. Ensure the following functions are provided in a coordinated effort: administrative support, preventive maintenance program, on/off site corrective maintenance, equipment float program, installation/configuration support and control, software/product application support to include training, network support, graphics support, security accreditation assistance, IMA engineering support, and system documentation. Enforce government and company policies. Evaluate employee performance. Manage the contract within the budget and schedule. Ensure the technical correctness, timeliness, and quality of contract deliverables. Provide weekly and monthly activity reports to the COR Work independently or with the COR on complex problems involving all phases of project management, work flow, and resource management.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Combines a strong technical background with excellent communication skills. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-600 Oracle Developer

Minimum General Experience:

Five (5) years of technical experience which applies to Oracle development and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience

CITADEL-LAB-CAT-601 Oracle Developer (level 1)

Minimum General Experience:

Five (5) years of technical experience which applies to Oracle development and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-602 Oracle Developer (level 2)

Minimum General Experience:

Five (5) years of technical experience which applies to Oracle development and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-603 Oracle Developer (level 3)

Minimum General Experience:

Five (5) years of technical experience which applies to Oracle development and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-604 Oracle Developer (level 4)

Minimum General Experience:

Five (5) years of technical experience which applies to Oracle development and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-700 SAP Programmer

Minimum General Experience:

Five (5) years of technical experience which applies to SAP programming and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Troubleshooting/configuring new releases of R/3 system. Implementing/troubleshooting R/3 (SAPGUI) desktop components. R/3 performance tools to monitor DB and SAP software for resource constraints related to DB. Configuring CCMS. Creates and maintains documentation for programs.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-701 SAP Programmer (level 1)

Minimum General Experience:

Five (5) years of technical experience which applies to SAP programming and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Troubleshooting/configuring new releases of R/3 system. Implementing/troubleshooting R/3 (SAPGUI) desktop components. R/3 performance tools to monitor DB and SAP software for resource constraints related to DB. Configuring CCMS. Creates and maintains documentation for programs.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-702 SAP Programmer (level 2)

Minimum General Experience:

Five (5) years of technical experience which applies to SAP programming and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Troubleshooting/configuring new releases of R/3 system. Implementing/troubleshooting R/3 (SAPGUI) desktop components. R/3 performance tools to monitor DB and SAP software for resource constraints related to DB. Configuring CCMS. Creates and maintains documentation for programs

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-703 SAP Programmer (level 3)

Minimum General Experience:

Five (5) years of technical experience which applies to SAP programming and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Troubleshooting/configuring new releases of R/3 system. Implementing/troubleshooting R/3 (SAPGUI) desktop components. R/3 performance tools to monitor DB and SAP software for resource constraints related to DB. Configuring CCMS. Creates and maintains documentation for programs

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-704 SAP Programmer (level 4)

Minimum General Experience:

Five (5) years of technical experience which applies to SAP programming and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Troubleshooting/configuring new releases of R/3 system Implementing/troubleshooting R/3 (SAPGUI) desktop components. R/3 performance tools to monitor DB and SAP software for resource constraints related to DB. Configuring CCMS. Creates and maintains documentation for programs

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-720 SAP Basis Administrator

Minimum General Experience:

Seven (7) years of technical experience which applies to SAP basis approaches and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Troubleshooting/configuring new releases of R/3 system. Implementing/troubleshooting R/3 (SAPGUI) desktop components. R/3 performance tools to monitor DB and SAP software for resource constraints related to DB.

Configuring CCMS. Creates and maintains documentation for programs. At least 2 year's experience in SAP Basis Administration and familiarity with Oracle remedial DM administration are essential. In addition, must possess SAP/Oracle experience in a SUN UNIX environment, OS command line vi editor; and knowledge of the following: NFS, Troubleshooting/configuring new releases of R/3 system, Implementing/troubleshooting R/3 (SAPGUI) desktop components, R/3 performance tools to monitor DB and SAP software for resource constraints related to DB, Configuring CCMS, Maintains existing programs

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-721 SAP Basis Administrator (level 1)

Minimum General Experience:

Seven (7) years of technical experience which applies to SAP basis approaches and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Troubleshooting/configuring new releases of R/3 system. Implementing/troubleshooting R/3 (SAPGUI) desktop components. R/3 performance tools to monitor DB and SAP software for resource constraints related to DB. Configuring CCMS. Creates and maintains documentation for programs. At least 2 year's experience in SAP Basis Administration and familiarity with Oracle remedial DM administration are essential. In addition, must possess SAP/Oracle experience in a SUN UNIX environment. OS command line vi editor; and knowledge of the following: NFS, Troubleshooting/configuring new releases of R/3 system. Implementing/troubleshooting R/3 (SAPGUI) desktop components, R/3 performance tools to monitor DB and SAP software for resource constraints related to DB, Configuring CCMS, Maintains existing programs.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-722 SAP Basis Administrator (level 2)

Minimum General Experience:

Seven (7) years of technical experience which applies to SAP basis approaches and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices.

Troubleshooting/configuring new releases of R/3 system. Implementing/troubleshooting R/3 (SAPGUI) desktop components. R/3 performance tools to monitor DB and SAP software for resource constraints related to DB. Configuring CCMS. Creates and maintains documentation for programs. At least 2 year's experience in SAP

Basis Administration and familiarity with Oracle remedial DM administration are essential. In addition, must possess SAP/Oracle experience in a SUN UNIX environment, OS command line vi editor; and knowledge of the following: NFS, Troubleshooting/configuring new releases of R/3 system, Implementing/troubleshooting R/3 (SAPGUI) desktop components, R/3 performance tools to monitor DB and SAP software for resource constraints related to DB, Configuring CCMS, Maintains existing programs

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-723 SAP Basis Administrator (level 3)

Minimum General Experience:

Seven (7) years of technical experience which applies to SAP basis approaches and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Troubleshooting/configuring new releases of R/3 system. Implementing/troubleshooting R/3 (SAPGUI) desktop components. R/3 performance tools to monitor DB and SAP software for resource constraints related to DB. Configuring CCMS. Creates and maintains documentation for programs. At least 2 year's experience in SAP Basis Administration and familiarity with Oracle remedial DM administration are essential. In addition, must possess SAP/Oracle experience in a SUN UNIX environment, OS command line vi editor; and knowledge of the following: NFS. Troubleshooting/configuring new releases of R/3 system. Implementing/troubleshooting R/3 (SAPGUI) desktop components. R/3 performance tools to monitor DB and SAP software for resource constraints related to DB. Configuring CCMS. Maintains existing programs.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-724 SAP Basis Administrator (level 4)

Minimum General Experience:

Seven (7) years of technical experience which applies to SAP basis approaches and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Troubleshooting/configuring new releases of R/3 system. Implementing/troubleshooting R/3 (SAPGUI) desktop components. R/3 performance tools to monitor DB and SAP software for resource constraints related to DB. Configuring CCMS. Creates and maintains documentation for programs. At least 2 year's experience in SAP Basis Administration and familiarity with Oracle remedial DM administration are essential. In addition, must

possess SAP/Oracle experience in a SUN UNIX environment, OS command line vi editor; and knowledge of the following: NFS. Troubleshooting/configuring new releases of R/3 system. Implementing/troubleshooting R/3 (SAPGUI) desktop components. R/3 performance tools to monitor DB and SAP software for resource constraints related to DB. Configuring CCMS. Maintains existing programs

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include Visual Basic, Unix, Oracle, HTML, Delphi, Crystal Reports, SQL Server 7, SAP, ORACLE, McCormack & Dodge - Millennium, GEAC, SDT, PDL, WINDOWS, Excel, Lotus D-Base, WP, Access, Novell, AIX-Unix, C++, Visual Basic, SDK, Power Builder, DB2, CICS, COBOL, Client-Server, SYBASE, SQL, FOCUS/DB2, and FAXPRO.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-800 SAS Programmer

Minimum General Experience:

Five (5) years of technical experience which applies to SAS programming and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Developed requirements for a conversion process and future production. Customized base SAS and JCL code for a conversion of client data to the TBA system; managed client data conversion. Created Ad Hoc reports using SAS and SQL, developed program specifications, and provided production support.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include: Abend-AID, Access, ADB2, AIICLEAR, Authoware Professional, AutoTester, CICS, COBOL, dBase, DOS, Easytrieve, Excel, File Express, File-AID, IBM, InfoRecall, Insync, JavaScript, JCL, LISP, Lotus 1-2-3, Lotus Notes, Macintosh, McCabe MS-Word, MVS/ESA, Novell, OS/2, Paradox, Pascal, PL/SQL, Playback, QMF, Quattro Pro, SAS, SAS/AF, SPSS, SPUFI, SQL, System Architect, TSO/ISPF, UNIX, Visual Basic, WordPerfect, XPEDITER,

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-801 SAS Programmer (level 1)

Minimum General Experience:

Five (5) years of technical experience which applies to SAS programming and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Developed requirements for a conversion process and future production. Customized base SAS and JCL code for a conversion of client data to the TBA system; managed client data conversion. Created Ad Hoc reports using SAS and SQL, developed program specifications, and provided production support.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include: Abend-AID, Access, ADB2, AIICLEAR, Authoware Professional, AutoTester, CICS, COBOL, dBase, DOS, Easytrieve, Excel, File Express, File-AID, IBM, InfoRecall, Insync, JavaScript, JCL, LISP, Lotus 1-2-3, Lotus Notes, Macintosh, McCabe MS-Word, MVS/ESA, Novell, OS/2, Paradox, Pascal, PL/SQL, Playback,

QMF, Quattro Pro, SAS, SAS/AF, SPSS, SPUFI, SQL, System Architect, TSO/ISPF, UNIX, Visual Basic, WordPerfect, XPEDITER,

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-802 SAS Programmer (level 2)

Minimum General Experience:

Five (5) years of technical experience which applies to SAS programming and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Developed requirements for a conversion process and future production. Customized base SAS and JCL code for a conversion of client data to the TBA system; managed client data conversion. Created Ad Hoc reports using SAS and SQL, developed program specifications, and provided production support.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include: Abend-AID, Access, ADB2, AllCLEAR, Authoware Professional, AutoTester, CICS, COBOL, dBase, DOS, Easytrieve, Excel, File Express, File-AID, IBM, InfoRecall, Insync, JavaScript, JCL, LISP, Lotus 1-2-3, Lotus Notes, Macintosh, McCabe MS-Word, MVS/ESA, Novell, OS/2, Paradox, Pascal, PL/SQL, Playback, QMF, Quattro Pro, SAS, SAS/AF, SPSS, SPUFI, SQL, System Architect, TSO/ISPF, UNIX, Visual Basic, WordPerfect, XPEDITER,

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-803 SAS Programmer (level 3)

Minimum General Experience:

Five (5) years of technical experience which applies to SAS programming and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Developed requirements for a conversion process and future production. Customized base SAS and JCL code for a conversion of client data to the TBA system; managed client data conversion. Created Ad Hoc reports using SAS and SQL, developed program specifications, and provided production support.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include: Abend-AID, Access, ADB2, AllCLEAR, Authoware Professional, AutoTester, CICS, COBOL, dBase, DOS, Easytrieve, Excel, File Express, File-AID, IBM, InfoRecall, Insync, JavaScript, JCL, LISP, Lotus 1-2-3, Lotus Notes, Macintosh, McCabe MS-Word, MVS/ESA, Novell, OS/2, Paradox, Pascal, PL/SQL, Playback, QMF, Quattro Pro, SAS, SAS/AF, SPSS, SPUFI, SQL, System Architect, TSO/ISPF, UNIX, Visual Basic, WordPerfect, XPEDITER,

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-804 SAS Programmer (level 4)

Minimum General Experience:

Five (5) years of technical experience which applies to SAS programming and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Developed requirements for a conversion process and future production. Customized base SAS and JCL code for a conversion of client data to the TBA system; managed client data conversion. Created Ad Hoc reports using SAS and SQL, developed program specifications, and provided production support.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include: Abend-AID, Access, ADB2, AIICLEAR, Authoware Professional, AutoTester, CICS, COBOL, dBase, DOS, Easytrieve, Excel, File Express, File-AID, IBM, InfoRecall, Insync, JavaScript, JCL, LISP, Lotus 1-2-3, Lotus Notes, Macintosh, McCabe MS-Word, MVS/ESA, Novell, OS/2, Paradox, Pascal, PL/SQL, Playback, QMF, Quattro Pro, SAS, SAS/AF, SPSS, SPUFI, SQL, System Architect, TSO/ISPF, UNIX, Visual Basic, WordPerfect, XPEDITER,

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-820 SAS Developer

Minimum General Experience:

Seven (7) years of technical experience which applies to SAS development and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Developed requirements for a conversion process and future production. Customized base SAS and JCL code for a conversion of client data to the TBA system; managed client data conversion. Created Ad Hoc reports using SAS and SQL, developed program specifications, and provided production support.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include: Abend-AID, Access, ADB2, AIICLEAR, Authoware Professional, AutoTester, CICS, COBOL, dBase, DOS, Easytrieve, Excel, File Express, File-AID, IBM, InfoRecall, Insync, JavaScript, JCL, LISP, Lotus 1-2-3, Lotus Notes, Macintosh, McCabe MS-Word, MVS/ESA, Novell, OS/2, Paradox, Pascal, PL/SQL, Playback, QMF, Quattro Pro, SAS, SAS/AF, SPSS, SPUFI, SQL, System Architect, TSO/ISPF, UNIX, Visual Basic, WordPerfect, XPEDITER,

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-821 SAS Developer (level 1)

Minimum General Experience:

Seven (7) years of technical experience which applies to SAS development and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Developed requirements for a conversion process and future production. Customized base SAS and JCL code for a conversion of client data to the TBA system; managed client data conversion. Created Ad Hoc reports using SAS and SQL, developed program specifications, and provided production support.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include: Abend-AID, Access, ADB2, AllCLEAR, Authoware Professional, AutoTester, CICS, COBOL, dBase, DOS, Easytrieve, Excel, File Express, File-AID, IBM, InfoRecall, Insync, JavaScript, JCL, LISP, Lotus 1-2-3, Lotus Notes, Macintosh, McCabe MS-Word, MVS/ESA, Novell, OS/2, Paradox, Pascal, PL/SQL, Playback, QMF, Quattro Pro, SAS, SAS/AF, SPSS, SPUFI, SQL, System Architect, TSO/ISPF, UNIX, Visual Basic, WordPerfect, XPEDITER,

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-822 SAS Developer (level 2)

Minimum General Experience:

Seven (7) years of technical experience which applies to SAS development and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Developed requirements for a conversion process and future production. Customized base SAS and JCL code for a conversion of client data to the TBA system; managed client data conversion. Created Ad Hoc reports using SAS and SQL, developed program specifications, and provided production support.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include: Abend-AID, Access, ADB2, AllCLEAR, Authoware Professional, AutoTester, CICS, COBOL, dBase, DOS, Easytrieve, Excel, File Express, File-AID, IBM, InfoRecall, Insync, JavaScript, JCL, LISP, Lotus 1-2-3, Lotus Notes, Macintosh, McCabe MS-Word, MVS/ESA, Novell, OS/2, Paradox, Pascal, PL/SQL, Playback, QMF, Quattro Pro, SAS, SAS/AF, SPSS, SPUFI, SQL, System Architect, TSO/ISPF, UNIX, Visual Basic, WordPerfect, XPEDITER,

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-823 SAS Developer (level 3)

Minimum General Experience:

Seven (7) years of technical experience which applies to SAS development and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Developed requirements for a conversion process and future production. Customized base SAS and JCL code for a conversion of client data to the TBA system; managed client data conversion. Created Ad Hoc reports using SAS and SQL, developed program specifications, and provided production support.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include: Abend-AID, Access, ADB2, AllCLEAR, Authoware Professional, AutoTester, CICS, COBOL, dBase, DOS, Easytrieve, Excel, File Express, File-AID, IBM, InfoRecall, Insync, JavaScript, JCL, LISP, Lotus 1-2-3, Lotus Notes, Macintosh, McCabe MS-Word, MVS/ESA, Novell, OS/2, Paradox, Pascal, PL/SQL, Playback, QMF, Quattro Pro, SAS, SAS/AF, SPSS, SPUFI, SQL, System Architect, TSO/ISPF, UNIX, Visual Basic, WordPerfect, XPEDITER,

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent

experience.

CITADEL-LAB-CAT-824 SAS Developer (level 4)

Minimum General Experience:

Seven (7) years of technical experience which applies to SAS development and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Developed requirements for a conversion process and future production. Customized base SAS and JCL code for a conversion of client data to the TBA system; managed client data conversion. Created Ad Hoc reports using SAS and SQL, developed program specifications, and provided production support.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include: Abend-AID, Access, ADB2, AllCLEAR, Authoware Professional, AutoTester, CICS, COBOL, dBase, DOS, Easytrieve, Excel, File Express, File-AID, IBM, InfoRecall, Insync, JavaScript, JCL, LISP, Lotus 1-2-3, Lotus Notes, Macintosh, McCabe MS-Word, MVS/ESA, Novell, OS/2, Paradox, Pascal, PL/SQL, Playback, QMF, Quattro Pro, SAS, SAS/AF, SPSS, SPUFI, SQL, System Architect, TSO/ISPF, UNIX, Visual Basic, WordPerfect, XPEDITER,

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-900 Administrative Assistant

Minimum General Experience:

One (1) or two (2) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps)

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software.

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-905 C, C++ Programmer

Minimum General Experience:

Seven (7) years of technical experience which applies to C, C++ programming and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Developed requirements for a conversion process and future production, managed client data conversion. Created Ad Hoc reports, program specifications, and provided production support.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include: Abend-AID, Access, ADB2, CICS, COBOL, dBase, DOS, Excel, File Express, File-AID, IBM, JavaScript, JCL, LISP, Lotus 1-2-3, Lotus Notes, MS-Word, MVS/ESA, Novell, OS/2, PL/SQL, SQL, System Architect, TSO/ISPF, UNIX, Visual Basic, WordPerfect, XPEDITER

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent

experience.

CITADEL-LAB-CAT-910 C++ Senior Software Consultant

Minimum General Experience:

Seven (7) years of technical experience which applies to C, C++ programming and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Developed requirements for a conversion process and future production, managed client data conversion. Created Ad Hoc reports, program specifications, and provided production support.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Expertise include: Abend-AID, Access, ADB2, CICS, COBOL, dBase, DOS, Excel, File Express, File-AID, IBM, JavaScript, JCL, LISP, Lotus 1-2-3, Lotus Notes, MS-Word, MVS/ESA, Novell, OS/2, PL/SQL, SQL, System Architect, TSO/ISPF, UNIX, Visual Basic, WordPerfect, XPEDITER

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-915 Graphics Technician

Minimum General Experience:

Five (5) years of technical experience which applies to graphics experience and design techniques for complex computer systems. Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Developed requirements for a conversion process and future production managed client data conversion. Created Ad Hoc reports, program specifications, and provided production support.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies. Responsible for providing full service graphics support which includes design, development and enhancement of graphics documents in various media using state_of_the_art hardware and software. This support encompasses all phases of graphic development. I.e. color graphics, color slides. Color vugraphs, slides to paper reproduction, etc. Individual will develop and enhance high quality graphics using high tech graphics automation tools, and be capable of providing quality manually created graphics. Produce 35mm slides, color vugraphs and color paper copies of charts using Harvard Graphics, PowerPoint and Wasatch Portfolio utilizing a Matrix PCR Digital Film Recorder, Canon CLC500 Laser Printer/Copier/Scanner, Canon Intelligent Processing Unit, Canon Postscript_IPU, Canon Film Scanner and Laser Printers. Design and produce signs, covers for manuals, certificates, organizational charts and other graphic work as needed. Organize projects and keep track of time spent completing each job while meeting tight deadlines and working on several projects concurrently. Maintain all of the graphics equipment and keep track of supplies used. Provide weekly activity report to the PM.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-920 Maintenance Technician

Minimum General Experience:

One (1) or two (2) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps)

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Responsible for providing all aspects of technical support for a variety of ADP hardware to include PCs, printers, modems, scanners, and other associated automation equipment. Technical support includes analysis of hardware problems and problem resolution; first echelon repair of equipment, hardware installation/configuration, and preventive maintenance. Individual will provide assistance for help desk operations. Troubleshoot and resolve user hardware problems Configure, install and move PC workstations and peripheral equipment Serve as primary Help Desk point of contact as scheduled Repair Pcs and PC components Perform preventive maintenance Provide weekly activity report to the Lead Maintenance Technician

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-925 Maintenance Technician Lead

Minimum General Experience:

Two (2) to two (5) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps)

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Responsible for providing all aspects of technical support for a variety of ADP hardware to include PCs, printers, modems, scanners, and other associated automation equipment. Technical support includes analysis of hardware problems and problem resolution; first echelon repair of equipment, hardware installation/configuration, and preventive maintenance. Individual will provide assistance for help desk operations. Responsible for providing all aspects of technical support for a variety of ADP hardware to include PCs, printers, modems, scanners, and other associated automation equipment. Technical support includes analysis of hardware problems and problem resolution; first echelon repair of equipment, hardware installation/configuration, and preventive maintenance. Responsible for coordinating and monitoring overall maintenance for hardware under warranty. Responsible for the operation of the preventive maintenance program for all hardware. Individual is responsible for maintaining equipment maintenance log and tracking equipment repair for on and off site repairs. Establish and maintain spare parts and hardware maintenance float program. Assist in inventory control of all hardware to include spare parts. Provide evaluation of IBM hardware. Troubleshoot and resolve user hardware problems Configure, install and move PC workstations and peripheral equipment Serve as primary Help Desk point of contact as scheduled Repair Pcs and PC components Perform preventive maintenance Provide weekly activity report to the Lead Maintenance Technician

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-930 Product Technician

Minimum General Experience:

One (1) or two (2) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps)

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software.

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-935 Product Technician Lead

Minimum General Experience:

Two (2) to two (5) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps)

Functional Responsibility:

Installation, configuration, and customization of hardware, operating systems, and application software. Responsible for providing all aspects of technical support for a variety of ADP hardware to include PCs, printers, modems, scanners, and other associated automation equipment. Technical support includes analysis of hardware problems and problem resolution; first echelon repair of equipment, hardware installation/configuration, and preventive maintenance. Responsible for coordinating and monitoring overall maintenance for hardware under warranty. Troubleshoot and resolve user hardware problems Configure, install and move PC workstations and peripheral equipment Serve as primary Help Desk point of contact as scheduled Repair Pcs and PC components Perform preventive maintenance Provide weekly activity report to the Lead Maintenance Technician

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-940 WAN Assistant Technical Manager

Minimum General Experience:

Two (2) to eight (8) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Responsible for maintaining and managing the Wide Area Network/Local Area Networks (WAN/LAN) supporting OCAR. This includes providing technical assistance, training, and hands-on help for all network hardware and software, and reconfiguration of WANs/LANs as required. Individual establishes and maintains current network configuration documentation for all networks and peripherals. Oversees and schedules the activities of two Network Engineers. Individual must be a Novell Certified NetWare Engineer (CNE). Responsible for the technical administrative support activities to include: establishing, coordinating and maintaining internal standards and procedures guides; maintenance of the IC Technical Library; problem reports and final disposition of problems.

Functional Responsibility:

Shall be a Novell Certified NetWare Engineer (CNE) (latest version of NetWare). ECNE preferable. Installation, configuration, and customization of hardware, operating systems, and application software. Responsible for providing all aspects of technical support for a variety of ADP hardware to include PCs, printers, modems, scanners, and other associated automation equipment. Technical support includes analysis of hardware problems and problem resolution; first echelon repair of equipment, hardware installation/configuration, and preventive maintenance. Responsible for coordinating and monitoring overall maintenance for hardware under warranty. Troubleshoot and resolve user hardware problems Configure, install and move PC workstations and peripheral equipment Serve as primary Help Desk point of contact as scheduled Repair Pcs and PC components Perform preventive maintenance Provide weekly activity report to the Lead Maintenance Technician

Minimum Education:

Associate degree in technical discipline, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-945 Wide Area Network (WAN) Technical Manager

Minimum General Experience:

Five (5) to seven (7) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Responsible for maintaining and managing the Wide Area Network/Local

Area Networks (WAN/LAN) supporting OCAR. This includes providing technical assistance, training, and hands-on help for all network hardware and software, and reconfiguration of WANs/LANs as required. Individual establishes and maintains current network configuration documentation for all networks and peripherals. Oversees and schedules the activities of two Network Engineers. Individual must be a Novell Certified NetWare Engineer (CNE). Responsible for the technical administrative support activities to include: establishing, coordinating and maintaining internal standards and procedures guides; maintenance of the IC Technical Library; problem reports and final disposition of problems.

Functional Responsibility:

Shall be a Novell Certified NetWare Engineer (CNE) (latest version of NetWare). ECNE preferable. Installation, configuration, and customization of hardware, operating systems, and application software. Responsible for providing all aspects of technical support for a variety of ADP hardware to include PCs, printers, modems, scanners, and other associated automation equipment. Technical support includes analysis of hardware problems and problem resolution; first echelon repair of equipment, hardware installation/configuration, and preventive maintenance. Responsible for coordinating and monitoring overall maintenance for hardware under warranty. Troubleshoot and resolve user hardware problems Configure, install and move PC workstations and peripheral equipment Serve as primary Help Desk point of contact as scheduled Repair Pcs and PC components Perform preventive maintenance Provide weekly activity report to the Lead Maintenance Technician Oversee local area network operations and maintenance. Interface/integrate with the wide area network telecommunications operations on all matters involving LAN/WAN compatibility. Set priorities and monitor the activities of the three other network engineers. Ensure day-to-day network problems are resolved in a timely manner. Ensure System Administration duties are performed to include: back-ups, user file transfers, disk management, add/delete users, assigning and maintaining passwords. Install, configure and maintain file servers. Monitor communications lines to remote locations for cc:Mail and data transfer to include T_1 lines, modem lines and fiber optic cables. Ensure network applications and system software is properly installed onto file servers. Provide for network planning activities. Maintain network documentation. Evaluate network hardware and software.

Minimum Education:

BS in Engineering, Mathematics, Computer Science, Operations Research, or applied science.

CITADEL-LAB-CAT-950 LAN/WAN Technical Manager (Lead CNE)

Minimum General Experience:

Five (5) to seven (7) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Responsible for maintaining and managing the Wide Area Network/Local Area Networks (WAN/LAN) supporting OCAR. This includes providing technical assistance, training, and hands-on help for all network hardware and software, and reconfiguration of WANs/LANs as required. Individual establishes and maintains current network configuration documentation for all networks and peripherals. Oversees and schedules the activities of two Network Engineers. Individual must be a Novell Certified NetWare Engineer (CNE). Responsible for the technical administrative support activities to include: establishing, coordinating and maintaining internal standards and procedures guides; maintenance of the IC Technical Library; problem reports and final disposition of problems.

Functional Responsibility:

Shall have a minimum of seven years experience in network engineering/operations. Shall have a minimum of three years as a CNE, performing system administration tasks, and network engineering design and implementation. Shall have a minimum of three years experience in telecommunications operations to include communications monitoring and troubleshooting. Shall have general knowledge of IBM PC clones XT, AT, 80386, 80486, Pentium, and associated peripherals; Apple Macintosh computers; network hardware to include: Cabletron and Synoptic Hubs; fiber, twisted pair, coax cable plants; connectors, file servers, modems, Chatterbox. Familiarity with routers, bridges, DSUs, T_1 lines. Shall have extensive knowledge of Novell NetWare, cc:Mail, Microsoft Word, MS_DOS, Windows, ProComm, Norton Utilities, PCTools, Saber Menu

System, Unix, Microsoft applications, TCP/IP, Novell Shall have broad knowledge of various network topologies to include: IEEE 802.3 Ethernet _ 10 BASE T thin and thick wire, FOIRL, Token Ring Shall have a broad knowledge of network design, installation, troubleshooting and administration Shall have general knowledge with system documentation requirements Shall have general knowledge of client to server environment Shall have broad knowledge of remote communications operations and telecommunications hardware and software

Minimum Education:

BS in Engineering, Mathematics, Computer Science, Operations Research, or applied science.

CITADEL-LAB-CAT-955 Senior Web Developer

Minimum General Experience:

Five (5) to seven (7) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available hardware, system software, structure and management practices. Details: Seeking a talented consultant with multi-tier Web application experience. Previous systems interfaced with corporate enterprise environment to the internet, intranet or extranet using the Microsoft Active Platform, Java, client-side scripting and DHTML. is a most.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-960 System Administrator

Minimum General Experience:

Five (5) to seven (7) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps). Competence in all phases of systems analysis techniques, concepts and methods. Knowledge of available, hardware, system software, structure and management practice. MCSE certified System Administrator. National rollout, installation and management of a three-tier mission critical policy management system developed to operate on Windows NT and Unix platforms. Built 60 NT servers, and worked on LAN, WAN, TCP/IP, DNS, WINS, IIS, MTS and Lotus Domino Doc Server.

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-965 UNIX Administrator

Minimum General Experience:

Five (5) to seven (7) years of technical experience which applies to system software installation. (Windows NT, Novell, OS/2, UNIX, Internet, Apps, SUN hardware, platforms, SUN HA cluster setup/troubleshooting, SUN Enterprise Volume Manager and SUN Net Backup. E10K server and System Service Process (SSP) Administration performing domain sizing/configuration, Solaris UNIX, Bourne and C shell scripts writing Veritas Volume Manager. System Security. BMC monitoring tool background. Creates and maintains documentation for programs.). Comprehensive understanding of IT strategy development and implementation as well as a broad based knowledge of network topology design/architecture. The Director must possess extensive cognition of all

aspects of the consulting business. The Director should have at least 15 years of experience in the sales and implementation of application solutions.

Functional Responsibility:

The administrator is responsible for ensuring the engagements are professionally managed and all client deliverables meet the client's expectations. This level is responsible for providing the vision and direction for the group and evolving the consulting group organization to meet the strategic challenges. The administrator serves as the primary interface for the executive management of major clients to develop the IT and business strategy and implementation plan.

Minimum Education:

BS in Engineering, Mathematics, Computer Science, Operations Research, or applied science.

CITADEL-LAB-CAT-970 Application Developer

Minimum General Experience:

Two (2) to three (3) years of application planning, design, and layout. Competence in all phases of application design, installation and configuration. (Oracle, Sybase, Informix, Lotus Notes, Web Server)

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies, design application structure, screens, views, forms, develop design documents.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-975 Senior Application Developer

Minimum General Experience:

Three (3) to five (5) years of application planning, design, and layout. Competence in all phases of application design, installation and configuration. (Oracle, Sybase, Informix, Lotus Notes, Web Server)

Functional Responsibility:

Guide's users in formulating requirements, advises alternative approaches, conducts feasibility studies, design application structure, screens, views, forms, develop design documents.

Minimum Education:

Bachelors Degree in Computer Science/Engineering, manufacturer certification training or equivalent experience.

CITADEL-LAB-CAT-980 Project Manager

Minimum General Experience

With five (5) to seven (7) years experience, the Project Manager is responsible for ensuring that assigned engagements are professionally managed and all client deliverables meet the client's expectations. This level is responsible for directing engagements, which impact a discrete section of the client business. The Project Manager serves as the primary interface for the client throughout the project. This level is responsible for identifying other client areas that may benefit from the solutions provided

Functional Responsibility:

Monitors project performance against engagement milestones; manages client expectations; coordinates resources and processes to achieve engagement workplan; recommends changes to the engagement staff over the life of the project; manages project budgets and prepares client billings as appropriate; ensures all project

documentation is maintained in accordance with consulting standards.

Minimum Education:

BS in Engineering, Mathematics, Computer Science, Operations Research, or applied science.

CITADEL-LAB-CAT-985 Senior Project Manager

Minimum General Experience

With seven (7) to ten (10) year experiences, the Project Manager is responsible for ensuring that assigned engagements are professionally managed and all client deliverables meet the client's expectations. This level is responsible for directing engagements, which impact a discrete section of the client business. The Project Manager serves as the primary interface for the client throughout the project. This level is responsible for identifying other client areas that may benefit from the solutions provided

Functional Responsibility:

Monitors project performance against engagement milestones; manages client expectations; coordinates resources and processes to achieve engagement workplan; recommends changes to the engagement staff over the life of the project; manages project budgets and prepares client billings as appropriate; ensures all project documentation is maintained in accordance with consulting standards.

Minimum Education:

BS in Engineering, Mathematics, Computer Science, Operations Research, or applied science.

SUBSTITUTION OF EXPERIENCE FOR EDUCATION

The labor category description above provides the minimal degree required to qualify for each labor category. Experience may be substituted for the minimal degree depending of the number of years and nature of the experience. Seven years of experience may be substituted for the next degree. However, no experience substitution is allowed for a High School Diploma, Associate's Degree or Formal Accreditation. The allowable substitutions are as follows:

- High School Diploma plus 8 years = Bachelor's Degree
- High School Diploma plus 15 years = Master's Degree
- Bachelor's Degree plus 8 years = Master's Degree

**USA COMMITMENT TO PROMOTE
SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS**

PREAMBLE

Citadel Consulting, Inc.

Provides commercial products and services to the Federal Government. We are committed to promoting participation of small, small disadvantaged and Women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

- To actively seek and partner with small businesses.
- To identify, qualify, mentor and develop small, small disadvantaged and Women-owned small businesses by purchasing from these businesses whenever practical.
- To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.
- To undertake significant efforts to determine the potential of small, small disadvantaged and Women-owned small business to supply products and services to our company.
- To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and Women-owned small businesses.
- To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.
- To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and Women-owned small businesses to promote and increase their participation in Federal Government contracts. To accelerate potential opportunities please contact:

Mr. Wilner De Daye, 772.905.2930 / 630-668-2184,

e-mail Wilnerdedaye@citadelconsulting.com

**BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE**

(Citadel Consulting, Inc.)

In the spirit of the Federal Acquisition Streamlining Act (Agency) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) **GS-35F-0162N**.

Federal Supply Schedule contract BPA's eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the Government that works better and costs less.

Signatures

Agency Date

Contractor Date

BPA NUMBER _____

(Citadel Consulting, Inc.)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) GS-35F-0162N, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Agency):

- (1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
Not Applicable__ _____	
_____	_____
_____	_____

- (2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
Not Applicable__ _____	
_____	_____
_____	_____

- (3) The Government estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.
- (4) This BPA does not obligate any funds.
- (5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.
- (6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.
- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR USING "CONTRACTOR TEAM ARRANGEMENTS"

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a customer agency requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPA's are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer's needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.
- Customers make a best value selection.