

# Alutiiq Information Management, LLC

737 Volvo Parkway  
Chesapeake, VA 23320

GSA 84 Total Solutions for Law Enforcement, Security,  
Facilities Management, Fire, Rescue  
(Schedule # 47QSWA20D000K)

*Period of Performance: 11/01/2019-10/31/2024*

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Exceptional Service  
**Proven Results**



# Alutiiq

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## **ABOUT US**

Alutiiq Information Management, LLC (AIM) was founded in 2014 as an Alaska Native Corporation. AIM offers a myriad of services with a focus on efficiency, customer satisfaction and quality. We have routinely exceeded customer expectations through a management approach that fosters teamwork (both within our company and with our customers), open communication and a philosophy of getting the job done quickly, efficiently, and cost-effectively.

AIM has developed a reputation for delivering solid dependable performance in the fixed price and indefinite quantity contracting arenas. Our team has successfully provided the labor, materials, vehicles, equipment, tools and other resources to perform all tasks our customers have assigned. AIM possesses the technical expertise, managerial experience, and human resources organization to excel as a Total Solutions for Law Enforcement, Security, Facilities Management, Fire, Rescue GSA service provider.

AIM maintains service and supply sites at nationwide strategic locations. AIM provides a myriad of logistics services to our Government customers, ranging from supply operations to administrative functions.

## **OUR SERVICES**

Alutiiq Information Management, LLC (AIM) is pleased to announce the expanded range of services through our new GSA 84 Total Solutions for Law Enforcement, Security, Facilities Management, and Fire, Rescue schedule. AIM offers world-class experience in providing leading edge services to a wide range of public and private sector organizations.

AIM specializes in providing engineering services to federal agencies with unique critical missions. We continuously achieve the highest possible ratings during contract performance reviews and strive to exceed customer expectations. AIM and our sister subsidiaries have provided technical solutions to complex engineering problems for multiple DoD customers across platforms in both CONUS and OCONUS locations. We identify and implement solutions for a wide-range of technical challenges, including COTS radars, thermal and optical imagers, C4ISR workstations, telemetry services, heating and cooling for critical systems, power systems, and perform critical reverse engineering services. AIM has direct experience supporting Information Assurance (IA) requirements, including IA Vulnerability Alert compliance support and system software support.

AIM has a strong history of providing design, procurement, installation, and sustainment support for Electronic Security Systems (ESS), Access Control Systems (ACS) and Intrusion Detection Systems (IDS), Access Control Systems (ACS), Closed Circuit Television (CCTV), Automated Vehicle Gate (AVG) Systems, and a variety of other security requirements to meet the physical security needs of a wide array of Government customers, including SPAWAR, US Navy, DoS, and the USAF. Our professional and dedicated workforce perform new installs and upgrades of Command Control (C2) operational capabilities to ensure full-scale surveillance systems with integrated access control systems, and Pre-Installation Test and Checkout (PITCO) of all related equipment. AIM's performance consistently meets and often exceeds all contractual requirements.

### **Contractor Information**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsaadvantage.gov>.

#### 1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SIN's)

- 246 51 (Installation of Security/Facility Management Systems Requiring Construction)
- 246 52 (Professional Security/Facility Management Services)
- 246 60 1 (Security System Integration, Design, Management, and Life Cycle Support)
- 246 1000 (Security, Alarm & Signal Systems – Ancillary Supplies and/or Services)

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

2. MAXIMUM ORDER: \$1,000,000

3. MINIMUM ORDER: \$300

4. GEOGRAPHIC COVERAGE: Worldwide

5. POINT(S) OF PRODUCTION: N/A

6. DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE; None
7. QUANTITY DISCOUNT(S): 5% > \$100,000
8. PROMPT PAYMENT TERMS: Net 30 Day.
- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold. Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. Yes
10. FOREIGN ITEMS: None
- 11a. Time of delivery. (21 days.)
- 11b. Expedited Delivery. Contract Contractor
- 11c. Overnight and 2-day delivery. Contract Contractor
- 11d. Urgent Requirements. Contract Contractor
12. FOB POINT: Destination
- 13a. Ordering address(es). Same as Contractor
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. PAYMENT ADDRESS: Same as Contractor
15. WARRANTY PROVISION: Standard Commercial Warranty
16. EXPORT PACKING CHARGES: N/A
17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE (ANY THRESHOLDS ABOVE THE MICRO-PURCHASE LEVEL).
18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): N/A
19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): N/A

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE-LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): N/A

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: N/A

21. LIST OF SERVICE AND DISTRIBUTION POINTS: N/A

22. LIST OF PARTICIPATING DEALERS: N/A

23. PREVENTIVE MAINTENANCE: N/A

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (E.G., RECYCLED CONTENT, ENERGY EFFICIENCY, AND/OR REDUCED POLLUTANTS). N/A

24B. IF APPLICABLE, INDICATE THAT SECTION 508 COMPLIANCE INFORMATION IS AVAILABLE ON ELECTRONIC AND INFORMATION TECHNOLOGY (EIT) SUPPLIES AND SERVICES AND SHOW WHERE FULL DETAILS CAN BE FOUND (E.G. CONTACTOR'S WEBSITE OR OTHER LOCATION.) THE EIT STANDARDS CAN BE FOUND AT: WWW.SECTION508.GOV/.

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER 079377319

26. Notification regarding registration System for Award Management (SAM) database: Registered : CAGE CODE 75QC0

### **Use of Federal Supply Service Schedule Contracts**

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, synopsise the requirement, make a separate determination of fair and reasonable pricing. 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.

### **GSA Advantage!**

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to **ALUTHQ INFORMATION MANAGEMENT, LLC** schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to: Search by **ALUTHQ INFORMATION MANAGEMENT, LLC** name or contract number to view or

download its complete GSA approved price list with terms, conditions and up-to-date pricing. Perform various searches across all contracts including.

Agencies can browse GSA Advantage! to view our current price list, by navigating to [https://www.gsaadvantage.gov/advantage/main/start\\_page.do](https://www.gsaadvantage.gov/advantage/main/start_page.do)

### **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.

### **Contractor Team Arrangements**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” to provide solutions when responding to a customer agency requirements. The policy and procedures outlined in the FAR will provide more flexibility and allow innovative acquisition methods when using the Federal Supply Schedules.

### **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.

### **Approval of Subcontracts**

The ordering activity may require that ***ALUTHQ INFORMATION MANAGEMENT, LLC*** 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.

### **Schedule Items (Special Item Numbers SINs)**

Provided are descriptions of each type of Special Item Number offered under this **Total Solutions for Law Enforcement, Security, Facilities Management, Fire, Rescue Maintenance Schedule**.

#### **246 51 --- Installation of Security/Facility Management Systems Requiring Construction - SUBJECT TO COOPERATIVE PURCHASING**

NOTE: OFFERORS MAY ONLY OFFER THIS SPECIAL ITEM NUMBER IN CONJUNCTION WITH SYSTEMS OFFERED UNDER ANOTHER '246' SIN.

#### **246 52 --- Professional Security/Facility Management Services - SUBJECT TO COOPERATIVE PURCHASING**

including security consulting, training and facility management consulting

### **246 60 1 --- Security System Integration, Design, Management, and Life Cycle Support SUBJECT TO COOPERATIVE PURCHASING**

Services involving the security integration and/or management discipline which supports security products or systems through their life cycle. Security Systems integration and design services may include, but are not limited to those associated with the design, test, production, fielding, sustainment, improvement of cost effective security and/or protection systems including the eventual disposal or salvage of these systems. Services may include studies and analysis such as - risk assessment, threat evaluation, and assessment (including resultant deliverables). Contractors may provide security or protection expertise in the pre-production or design phase of security or protection systems to ensure that the system can be supported through its life-cycle and that the infrastructure elements necessary for operational support are identified and acquired. These services may continue through the life cycle of the system or product and may include guidance, assistance and/or operational support. This includes all necessary security management elements. Services providing the best practices, technologies and methodologies to plan, design, manage, operate and maintain secure and protected systems, equipment, facilities and infrastructures. Agency orders may include complete turnkey operations, maintenance and support services, or components thereof as needed to ensure secure and protected systems involving personnel security, physical access, and information security, and reduce life cycle costs. Contractor personnel carrying out these activities, to include management and operating staffs, are not involved with or responsible for the core business of the customer agency placing the order. Services providing for the design, coding, integration, testing, deploying, repair and maintenance of integrated security systems. Includes training across all platforms, enterprise wide, for the complete life cycle of the system.

Note: This SIN does not include services related to physical access control that meet the requirements of the GSA FIPS 201 Evaluation Program. Services meeting those requirements can be found under SIN 246-60-5.

### **246 1000 --- Security, Alarm & Signal Systems**

Ancillary Supplies and/or Services - Ancillary supplies and/or services are support supplies and/or services which are not within the scope of any other SIN on this schedule. These supplies and/or services are necessary to compliment a contractor's offerings to provide a solution to a customer requirement. This SIN may be used for orders and blanket purchase agreements that involve work or a project that is solely associated with the supplies and/or services purchased under this schedule. This SIN EXCLUDES purchases that are exclusively for supplies and/or services already available under another schedule.

NOTE: SIN 246-1000 includes services that have been previously offered under 246-50. OFFERORS MAY ONLY OFFER THIS SPECIAL ITEM NUMBER IN CONJUNCTION WITH PRODUCTS/SERVICES OFFERED UNDER ANOTHER '246' SIN.



## **84 500 --- Order-Level Materials (OLMs) - SUBJECT TO COOPERATIVE PURCHASING**

Order-Level Materials (OLMs) are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) contract or FSS blanket purchase agreement (BPA). OLMs are not defined, priced, or awarded at the FSS contract level. They are unknown before a task or delivery order is placed against the FSS contract or FSS BPA. OLMs are only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN) and are subject to a Not To Exceed (NTE) ceiling price. OLMs include direct materials, subcontracts for supplies and incidental services for which there is not a labor category specified in the FSS contract, other direct costs (separate from those under ODC SINs), and indirect costs. OLMs are purchased under the authority of the FSS Program and are not open market items.

Items awarded under ancillary supplies/services or other direct cost (ODC) SINs are not OLMs. These items are defined, priced, and awarded at the FSS contract level, whereas OLMs are unknown before an order is placed. Ancillary supplies/services and ODC SINs are for use under all order type CLINs (Fixed-Price (FP), T&M, and LH), whereas the Order-Level Materials SIN is only authorized for use under T&M and LH order CLINs.

The Order-Level Materials SIN is only authorized for use in direct support of another awarded SIN. Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs. OLMs are defined and priced at the ordering activity level in accordance with GSAR clause 552.238-82 Special Ordering

Procedures for the Acquisition of Order-Level Materials. Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF). The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against an FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

# Schedule Prices

	<i>Effective</i>
<i>Labor Category</i>	<i>11/01/2019</i>
	<i>10/31/2024</i>
<b>Exempt</b>	
Alarm Monitor**	\$58.18
Alarm Monitor (Lead)**	\$61.57
Background Investigation Processor**	\$54.89
Background Investigation Processor Supervisor	\$87.35
Badging Assistant	\$62.57
Configuration Manager	\$111.25
Consultant/Biometrics Expert	\$194.77
Contract Manager	\$145.93
Curriculum Manager	\$98.19
Dispatcher**	\$66.57
Electronic Security Systems Technician	\$83.17
Electronic Security Systems Technician Senior	\$96.53
Electronics Technician Maintenance I**	\$88.61
Electronics Technician Maintenance II**	\$112.83
Electronics Technician Maintenance III**	\$135.98
Engineer	\$152.47
Engineer - Senior	\$158.34
Guard I**	\$49.55
Guard II - Level I (unarmed)**	\$66.96
Guard II - Level II**	\$73.63
Guard II - Level III**	\$78.45
Guard II - Level IV**	\$81.66
Guard II - Level V**	\$86.23
Guard II - Level VI**	\$120.98
Locksmith**	\$79.26
Operations Manager	\$127.53
Personnel Security Specialist I**	\$83.40
Personnel Security Specialist II**	\$126.66
Personnel Security Specialist III**	\$150.16
Program Coordinator	\$87.88
Program Manager	\$179.95
Project Manager	\$172.69
Quality Assurance Engineer	\$117.79
Quality Control Manager	\$130.53
Screener**	\$73.63
Security Officer (Emergency Medical Technician)**	\$76.26

Security Officer (K-9)**	\$97.76
Security Police Officer I**	\$74.07
Security Police Officer II**	\$80.63
Specialized Security Personnel**	\$130.66
Technical Supervisor	\$192.06
Training Instructor**	\$97.13
Training Manager	\$152.09
Training Specialist **	\$102.26

# SCA Matrix

SCA Eligible Contract Labor Category	SCA Equivalent Code & Title	WD Number
Alarm Monitor **	27004 – Alarm Monitor	4187r11
Alarm Monitor Lead **	27004 – Alarm Monitor	4187r11
Background Investigation Processor **	27006 – Background Investigator	4187r11
Badging Assistant **	27101 – Guard I	4187r11
Curriculum Manager **	15060 – Educational Technologist	4187r11
Dispatcher **	01060 – Dispatcher, Motor Vehicle	4187r11
Electronic Technician Maintenance I **	23181 – Electronics Tech Maint I	4187r11
Electronic Technician Maintenance II **	23182 – Electronics Tech Maint II	4187r11
Electronic Technician Maintenance III **	23183 – Electronics Tech Maint III	4187r11
Guard I **	27101 – Guard I	4187r11
Guard II – Level I (Unarmed) **	27102 – Guard II	4187r11
Guard II – Level II **	27102 – Guard II	4187r11
Guard II – Level III **	27102 – Guard II	4187r11
Guard II – Level IV **	27102 – Guard II	4187r11
Guard II – Level V **	27102 – Guard II	4187r11
Guard II – Level VI **	27102 – Guard II	4187r11
Locksmith **	23500 – Locksmith	4187r11
Personnel Security Specialist I **	01111 – General Clerk I	4187r11
Personnel Security Specialist II **	01112 – General Clerk II	4187r11
Personnel Security Specialist III **	01113 – General Clerk III	4187r11
Screener **	27210 – Single Point Entry Monitor	4187r11
Security Officer (EMT) **	12040 – Emergency Medical Technician	4187r11
Security Officer (K-9) **	27030 – Detection Dog Handler	4187r11
Security Police Officer I **	27131 – Police Officer I	4187r11
Security Police Officer II **	27132 – Police Officer II	4187r11
Specialized Security Personnel **	27102 – Guard II	4187r11
Training Instructor **	15090 – Technical Instructor	4187r11
Training Specialist **	15095 – Technical Instructor/Course Developer	4187r11

***The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. Indicated SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.***

## Labor Category Descriptions

***\*Note\*** Years of experience may be substituted for education*

### Exempt Labor Categories

#### **ALARM MONITOR\*\* – DOL CATEGORY 27004**

The Alarm Monitor will perform the following tasks:

- Operate communication equipment to receive incoming calls for assistance and dispatch personnel and equipment to the scene of an emergency.
- Operate telephone console to receive incoming calls for assistance.
- Question caller(s) to determine nature of problem and type and number of personnel and equipment needed following established guidelines.
- Scan status charts and computer screen to determine units available.
- Monitor alarm system signals that indicate the location of the fire or other emergency.
- Operate two-way radio to dispatch police, fire, medical, and other personnel and equipment and relay instructions or information to remove units.
- Type commands on computer keyboard to update files and maintain logs.
- Test communications and alarm equipment and backup systems to ensure serviceability.
- May provide pre-arrival instructions to the caller, utilizing knowledge of emergency medical techniques and activate alarm system to notify fire stations.

*Minimum Education and Experience:* High School Diploma and 1 year of experience

#### **ALARM MONITOR LEAD\*\* – DOL CATEGORY 27004**

The Alarm Monitor Lead will perform the following tasks:

- Operate communication equipment to receive incoming calls for assistance and dispatch personnel and equipment to the scene of an emergency.
- Operate telephone console to receive incoming calls for assistance.
- Question caller(s) to determine nature of problem and type and number of personnel and equipment needed following established guidelines.
- Scan status charts and computer screen to determine units available.
- Monitor alarm system signals that indicate the location of the fire or other emergency.
- Operate two-way radio to dispatch police, fire, medical, and other personnel and equipment and relay instructions or information to remove units.
- Type commands on computer keyboard to update files and maintain logs.
- Test communications and alarm equipment and backup systems to ensure serviceability.
- May provide pre-arrival instructions to the caller, utilizing knowledge of emergency medical techniques and activate alarm system to notify fire stations.
- Provide general guidance and oversight to other Alarm Monitors.

*Minimum Education and Experience:* High School Diploma and 2 years of experience

#### **BACKGROUND INVESTIGATION PROCESSOR\*\* – DOL CATEGORY 27006**

The Background Investigation Processor will perform the following tasks:

- Conduct background investigations to determine employment suitability of persons who require access to sensitive or classified U.S. Government information.
- Conduct face-to-face interviews with the subject and their neighbors, employers, friends, and family.
- Perform record searches at police agencies, courthouses, educational and financial institutions, and medical/mental health facilities providing all obtained information in a clear and concise report.
- Collect, investigate, research, document, and forward to adjudications, all reportable information from employees within industry guidelines.
- Document, file, and maintain all actions in the assigned security system of record.
- Travel nationwide, including U. S. Territories, to perform background investigations on applicants, employees, and contractor employees.
- Travel to the applicant's former schools, residences, places of employment, etc. and, at these places, interview references, relatives, neighbors, friends, co-workers, and other sources to acquire background information regarding the subject person.
- Compile data from written information found in schools and employment records.
- Upon completion of the investigation, compile all the data into a report and submit it to the government.
- May be required to perform these duties in other U.S. Territories such as the Virgin Islands, or Puerto Rico.

*Minimum Education and Experience:* High School Diploma with 1 year of experience

### **BACKGROUND INVESTIGATION PROCESSOR – SUPERVISOR**

The Background Investigation Processor – Supervisor will perform the following tasks:

- Conduct background investigations to determine employment suitability of persons who require access to sensitive or classified U.S. Government information.
- Conduct face-to-face interviews with the subject and their neighbors, employers, friends, and family.
- Perform record searches at police agencies, courthouses, educational and financial institutions, and medical/mental health facilities providing all obtained information in a clear and concise report.
- Collect, investigate, research, document, and forward to adjudications, all reportable information from employees within industry guidelines.
- Document, file, and maintain all actions in the assigned security system of record.
- Travel nationwide, including U. S. Territories, to perform background investigations on applicants, employees, and contractor employees.
- Travel to the applicant's former schools, residences, places of employment, etc. and, at these places, interview references, relatives, neighbors, friends, co-workers, and other sources to acquire background information regarding the subject person.
- Compile data from written information found in schools and employment records.
- Upon completion of the investigation, compile all the data into a report and submit it to the government.
- May be required to perform these duties in other U.S. Territories such as the Virgin Islands, or Puerto Rico.
- Manage the daily activities of other Background Investigation Processors.
- Ensure the safety, quality, and compliance requirements are well understood and applied by employees working in its unit.
- Act as a point of contact during internal and external audits.

*Minimum Education and Experience:* Bachelor's Degree with 3 years of experience. A Bachelor's Degree may be substituted for an additional 4 years of experience.

### **BADGING ASSISTANT\*\* – DOL CATEGORY 27101**

The Badging Assistant will perform the following tasks:

- Create access control badges to include all programming as it relates to activation and deactivation.
- Process tenant badges and maintain appropriate logs regarding their issuance and return and track all associated actions.
- Sound alarms or call police or fire department in case of fire or presence of unauthorized persons.
- Perform customer service by interacting with internal and external clients and assist in finding resolutions of issues or concerns.
- Permit authorized persons to enter property and monitors entrances and exits.
- Monitor all communication devices to include but not limited to: phones, emails or online requests.
- Report all issues that cannot be resolved within the scope of work to a supervisor.
- Assist customers, employees, and visitors in a courteous and professional manner.
- Protect property from theft or damage, or persons from hazards or interference.
- May help visitors and customers by answering questions and giving directions.
- Carry out detailed instructions and procedures primarily oriented to ensure that emergencies and security violations are readily discovered, and reported to the appropriate authority.
- Primary duty is to observe and report security and emergencies and intervene directly only in situations which require minimal action to safeguard property or persons.

*Minimum Education and Experience:* High School Diploma and 1 year of experience

### **CONFIGURATION MANAGER**

The Configuration Manager will perform the following tasks:

- Establish end-to-end processes for documentation, testing, and engineering release activities.
- Facilitate communication between Engineering, Operations, and Training and Test teams regarding releases.
- Manage multiple projects.
- Support field personnel with issue tracking, support documentation, and deployment preparedness.
- Use Subversion (SVN) Configuration Management and Bit Bucket (GIT) for all changes affecting the operational baseline and as the final repository for code and program documentation.
- Provide monthly configuration and document metric reporting for management review and provide briefs as requested for meetings.
- Contribute to the development and maintenance of a Configuration Management Plan and/or Configuration Management and Document Management Procedures.

*Minimum Education and Experience:* High School Diploma and 3 years of experience

### **CONSULTANT/BIOMETRICS EXPERT**

The Consultant/Biometrics Expert will perform the following tasks:

- Serve as an expert in biometric data sharing and specialize in methods to solve specific problems in many fields, such as economics, biology, and engineering.
- Develop, test, evaluate, and deploy an application for the procurement of biometric and biographic information.

- Analyze and interpret biometric data to identify significant differences in relationships among sources of information.
- Develop an understanding of fields to which statistical methods are to be applied to determine whether methods and results are appropriate.
- Evaluate sources of information to determine any limitations regarding reliability or usability.
- Evaluate the biometric methods and procedures used to obtain data to ensure validity, applicability, efficiency, and accuracy.
- Identify relationships and trends in data, as well as any factors that could affect the results of research.
- Plan data collection methods for specific projects and determine the types and sizes of sample groups to be used.
- Prepare data for processing by organizing information, checking for any inaccuracies, and adjusting and weighing the raw data.

*Minimum Education and Experience:* Bachelor's Degrees with 5 years of experience. A Bachelor's Degree may be substituted for an additional 4 years of experience.

### **CONTRACT MANAGER**

The Contract Manager will perform the following tasks:

- Implement program through a risk and oversight approach for all phases of program activities.
- Identify risks and problems, propose solutions, and provide timely and accurate contract deliverables.
- Develop and interpret policies in specific program areas, and provide leadership, coordination, and authoritative advice to customers.
- Direct, administer, and evaluate programs, policies, and procedures in the required program areas.
- Assure compliance of program activities with laws and regulations.
- Ensure the effective management of the assigned program areas.

*Minimum Education and Experience:* Bachelor's Degree with 5 years of experience. A Bachelor's Degree may be substituted for an additional 4 years of experience.

### **CURRICULUM MANAGER\*\* – DOL CATEGORY 15060**

The Curriculum Manager will perform the following tasks:

- Provide expertise in instructional methodology, tests and measurement, and curriculum development.
- Develop courseware format guidelines, review and maintain task lists and objective hierarchies, and write courseware materials in designated format (student study guide, workbooks, etc.).
- Work with Instructional Developers and Instructor/Subject Matter Experts to ensure accurate content and format.
- Plan graphics and integrate completed graphics into curriculum.
- Track individual lesson status and review lesson materials before submission to ensure revisions do not impact instructional flow.
- Monitor lecture presentations to evaluate and assist with lesson organization and content.

*Minimum Education and Experience:* Associate's Degree with 3 years of experience. An Associate's Degree may be substituted for an additional 2 years of experience.



## **DISPATCHER\*\* – DOL CATEGORY 01060**

The Dispatcher will perform the following tasks:

- Prioritize call schedule according to the level of emergency.
- Responsible for the assignment of motor vehicles and drivers for conveyance of freight or passengers, and compiles lists of available vehicles.
- Assignment of vehicles is determined by factors such as length and purpose of the trip, freight or passenger requirements, and preference of the user.
- Additional responsibilities include the issuance of keys, record sheets, and driver credentials.
- Record time of departure, destination, cargo, expected time of return and investigate overdue vehicles.
- May confer with customers to expedite or locate missing, misrouted, delayed or damaged merchandise, maintain a record of mileage, fuel used, repairs made, and other expenses.
- May establish service or delivery routes, supervise loading and unloading, issue equipment to drivers, direct activities of drivers, assign helpers to drivers, work at vehicle distribution centers, and assign vehicles to customer agencies.

*Minimum Education and Experience:* High School Diploma and 1 year of experience

## **ELECTRONIC SECURITY SYSTEMS TECHNICIAN**

The Electronic Security Systems Technician will perform the following tasks:

- Converse with customer or supervisor to plan layout of equipment.
- Read and study blueprints, schematics, manuals, and other specifications to determine installation procedures.
- Install or oversee the installation of equipment according to manufacturer's specifications.
- Operate system to demonstrate equipment and to analyze malfunctions.
- Interpret maintenance manuals, schematics, and wiring diagrams, and repairs equipment, utilizing knowledge of electronics and using standard test instruments and hand tools.
- Instruct and direct workers in servicing and repairing equipment.
- Instruct customers on operation of equipment.
- Consult with engineering personnel to resolve unusual problems in system operation and maintenance.
- May instruct workers in electronic theory.
- May supervise workers in testing, tuning, and adjusting equipment to obtain optimum operating performance.
- May advise management regarding customer satisfaction, product performance, and suggestions for product improvements.

*Minimum Education and Experience:* High School Diploma 1 year of experience

## **ELECTRONIC SECURITY SYSTEMS TECHNICIAN – SENIOR**

The Electronic Security Systems Technician – Senior will perform the following tasks:

- Converse with customer or supervisor to plan layout of equipment.
- Read and study blueprints, schematics, manuals, and other specifications to determine installation procedures.
- Install or oversee the installation of equipment according to manufacturer's specifications.

- Operate system to demonstrate equipment and to analyze malfunctions.
- Interpret maintenance manuals, schematics, and wiring diagrams, and repairs equipment, utilizing knowledge of electronics and using standard test instruments and hand tools.
- Instruct and direct workers in servicing and repairing equipment.
- Instruct customers on operation of equipment.
- Consult with engineering personnel to resolve unusual problems in system operation and maintenance.
- May instruct workers in electronic theory.
- May supervise workers in testing, tuning, and adjusting equipment to obtain optimum operating performance.
- May advise management regarding customer satisfaction, product performance, and suggestions for product improvements.
- May provide guidance, mentorship, or supervision to lower level Electronic Security Systems Technicians.

*Minimum Education and Experience:* High School Diploma 3 years of experience

### **ELECTRONIC TECHNICIAN MAINTENANCE I\*\* – DOL CATEGORY 23181**

The Electronic Technician Maintenance I will perform the following tasks:

- Maintain, repair, troubleshoot, modify, and install various types of electronic equipment and related devices such as electronic transmitting and receiving equipment (e.g., radar, radio, television, telecommunications, sonar, and navigational aids); personal and mainframe computers and terminals; industrial, medical, measuring, and controlling equipment; and industrial robotic devices.
- Apply technical knowledge of electronics principles in determining equipment malfunctions and applies the skill in restoring equipment operation.
- Evaluate performance and reliability of prototype or production mode and recommend changes in circuitry or installation specifications to simplify assembly and maintenance.
- Applies basic technical knowledge to perform simple or routine tasks following detailed instructions.
- Perform tasks such as replacing components, wiring circuits, repairing simple electronic equipment; and taking test readings using common instruments such as digital multi-meters, signal generators, semiconductor testers, curve tracers, and oscilloscopes.
- Work under close supervision receiving technical guidance from supervisor or higher-level technician.
- Work is checked frequently for accuracy.

*Minimum Education and Experience:* High School Diploma with 1 year of experience

### **ELECTRONIC TECHNICIAN MAINTENANCE II\*\* – DOL CATEGORY 23182**

The Electronic Technician Maintenance II will perform the following tasks:

- Maintain, repair, troubleshoot, modify, and install various types of electronic equipment and related devices such as electronic transmitting and receiving equipment (e.g., radar, radio, television, telecommunications, sonar, and navigational aids); personal and mainframe computers and terminals; industrial, medical, measuring, and controlling equipment; and industrial robotic devices.
- Apply technical knowledge of electronics principles in determining equipment malfunctions and applies the skill in restoring equipment operation.
- Evaluate performance and reliability of prototype or production mode and recommend changes in circuitry or installation specifications to simplify assembly and maintenance.

- Applies basic technical knowledge to perform simple or routine tasks following detailed instructions.
- Perform tasks such as replacing components, wiring circuits, repairing simple electronic equipment; and taking test readings using common instruments such as digital multi-meters, signal generators, semiconductor testers, curve tracers, and oscilloscopes.
- Work under close supervision receiving technical guidance from supervisor or higher-level technician.
- Work is checked frequently for accuracy.
- Apply basic and some advanced technical knowledge to solve routine problems by interpreting manufacturers' manuals or similar documents.
- Require familiarity with the interrelationships of circuits and judgment in planning work sequence, selecting tools, and testing instruments.
- Performance is reviewed for compliance with accepted practices.
- Work under the immediate supervision and achieve technical guidance, as required, from supervisor or higher-level technician.

*Minimum Education and Experience:* High School Diploma with 2 years of experience

### **ELECTRONIC TECHNICIAN MAINTENANCE III\*\* – DOL CATEGORY 23183**

The Electronic Technician Maintenance III will perform the following tasks:

- Maintain, repair, troubleshoot, modify, and install various types of electronic equipment and related devices such as electronic transmitting and receiving equipment (e.g., radar, radio, television, telecommunications, sonar, and navigational aids); personal and mainframe computers and terminals; industrial, medical, measuring, and controlling equipment; and industrial robotic devices.
- Apply technical knowledge of electronics principles in determining equipment malfunctions and applies the skill in restoring equipment operation.
- Evaluate performance and reliability of prototype or production mode and recommend changes in circuitry or installation specifications to simplify assembly and maintenance.
- Applies basic technical knowledge to perform simple or routine tasks following detailed instructions.
- Perform tasks such as replacing components, wiring circuits, repairing simple electronic equipment; and taking test readings using common instruments such as digital multi-meters, signal generators, semiconductor testers, curve tracers, and oscilloscopes.
- Work under close supervision receiving technical guidance from supervisor or higher-level technician.
- Work is checked frequently for accuracy.
- Apply basic and some advanced technical knowledge to solve routine problems by interpreting manufacturers' manuals or similar documents.
- Require familiarity with the interrelationships of circuits and judgment in planning work sequence, selecting tools, and testing instruments.
- Performance is reviewed for compliance with accepted practices.
- Work under the immediate supervision and achieve technical guidance, as required, from supervisor or higher-level technician.
- Apply advanced technical knowledge to solve complex problems that typically cannot be solved solely by referencing manufacturers' manuals or similar documents.
- Work typically requires an understanding of the interrelationships of circuits, exercising independent judgment in performing such tasks as making circuit analysis, calculating wave forms, and tracing relationships in signal flow, using complex test instruments such as high-frequency pulse generators, frequency synthesizers, distortion analyzers, and complex computer control equipment.

- Work may be reviewed by supervisor for general compliance with accepted practices.
- May provide technical guidance to lower level technicians.

*Minimum Education and Experience:* High School Diploma with 3 years of experience

## **ENGINEER**

The Engineer will perform the following tasks:

- Contribute to the completion of major programs and projects.
- Guides the successful completion of minor programs.
- Provide technical assessments for business development decisions as needed.
- Provide technical solutions to a wide range of difficult and complex problems.
- Collect, organize and analyze technical information to support the development and design of products.
- Assist in technical and statistical analysis in the form of written reports.
- Assist in drawing reviews and track requirements throughout development.
- Collaborate with other teams to ensure design criteria are met.
- Participate in change management for new requirements throughout the product lifecycle.
- Prepare technical presentations, reports, or process studies.

*Minimum Education and Experience:* Bachelor's Degree with 1 year of experience. A Bachelor's Degree may be substituted for an additional 4 years of experience.

## **ENGINEER - SENIOR**

The Engineer - Senior will perform the following tasks:

- Contribute to the completion of major programs and projects.
- Guides the successful completion of minor programs.
- Provide technical assessments for business development decisions as needed.
- Provide technical solutions to a wide range of difficult and complex problems.
- Collect, organize and analyze technical information to support the development and design of products.
- Assist in technical and statistical analysis in the form of written reports.
- Assist in drawing reviews and track requirements throughout development.
- Collaborate with other teams to ensure design criteria are met.
- Participate in change management for new requirements throughout the product lifecycle.
- Prepare technical presentations, reports, or process studies.
- Perform technical and statistical analysis in the form of written reports.
- Identify technical opportunities and provide analysis to demonstrate concept while meeting key specifications.
- Develop and manage design requirements and produce hierarchal system-based functional diagrams.
- Perform drawing reviews and track requirements throughout development.

*Minimum Education and Experience:* Bachelor's Degree with 3 years of experience. A Bachelor's Degree may be substituted for an additional 4 years of experience.

### **GUARD I\*\* – DOL CATEGORY 27101**

The Guard I will perform the following tasks:

- Secures premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
- Completes reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.
- Protect property from theft or damage, or persons from hazards or interference.
- Duties involve serving at a fixed post, making rounds on foot or by motor vehicle, or escorting persons or property.
- Carry out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, and reported to the appropriate authority.
- Primary duty is to observe and report security and emergencies.
- Intervene directly only in situations which require minimal action to safeguard property or persons.
- Duties require minimal training and physical fitness standards.

This position is Unarmed *Minimum Education and Experience*: High School Diploma with 6 months of experience.

### **GUARD II – LEVEL I (UNARMED) \*\* – DOL CATEGORY 27102**

The Guard II – Level I will perform the following tasks:

- Secures premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
- Completes reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.
- Protect property from theft or damage, or persons from hazards or interference.
- Duties involve serving at a fixed post, making rounds on foot or by motor vehicle, or escorting persons or property.
- Carry out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, and reported to the appropriate authority.
- Primary duty is to observe and report security and emergencies.
- Intervene directly only in situations which require minimal action to safeguard property or persons.
- Duties require minimal training and physical fitness standards.
- Enforces regulations and procedures designed to prevent breaches of security.
- Exercise judgment and use discretion in responding to incidents and emergencies.
- Determine whether to intervene directly, ask for assistance as time permits, keep situation under control, conduct surveillance, or report the incident to the appropriate authority for handling.
- Duties require specialized training in methods and techniques of protecting controlled areas.

*Minimum Education and Experience*: High School Diploma with 6 months of experience

### **GUARD II – LEVEL II\*\* – DOL CATEGORY 27102**

The Guard II – Level II will perform the following tasks:

- Secures premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
  - Completes reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.
  - Protect property from theft or damage, or persons from hazards or interference.
  - Duties involve serving at a fixed post, making rounds on foot or by motor vehicle, or escorting persons or property.
  - Carry out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, and reported to the appropriate authority.
  - Primary duty is to observe and report security and emergencies.
  - Intervene directly only in situations which require minimal action to safeguard property or persons.
  - Duties require minimal training and physical fitness standards.
- 
- Enforces regulations and procedures designed to prevent breaches of security.
  - Exercise judgment and use discretion in responding to incidents and emergencies.
  - Determine whether to intervene directly, ask for assistance as time permits, keep situation under control, conduct surveillance, or report the incident to the appropriate authority for handling.
  - Duties require specialized training in methods and techniques of protecting controlled areas.
  - May be required to demonstrate proficiency in the use of firearms and/or other special weapons and continuing physical fitness.

*Minimum Education and Experience:* High School Diploma with 6 months of experience

### **GUARD II – LEVEL III\*\* – DOL CATEGORY 27102**

The Guard II – Level III will perform the following tasks:

- Secures premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
  - Completes reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.
  - Protect property from theft or damage, or persons from hazards or interference.
  - Duties involve serving at a fixed post, making rounds on foot or by motor vehicle, or escorting persons or property.
  - Carry out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, and reported to the appropriate authority.
  - Primary duty is to observe and report security and emergencies.
  - Intervene directly only in situations which require minimal action to safeguard property or persons.
  - Duties require minimal training and physical fitness standards.
- 
- Enforces regulations and procedures designed to prevent breaches of security.
  - Exercise judgment and use discretion in responding to incidents and emergencies.
  - Determine whether to intervene directly, ask for assistance as time permits, keep situation under control, conduct surveillance, or report the incident to the appropriate authority for handling.
  - Duties require specialized training in methods and techniques of protecting controlled areas.
  - May be required to demonstrate proficiency in the use of firearms and/or other special weapons and continuing physical fitness.
  - Required to demonstrate proficiency in the use of firearms and/or other special weapons and continuing physical fitness.

*Minimum Education and Experience:* High School Diploma with 1 year of experience

### **GUARD II – LEVEL IV\*\* – DOL CATEGORY 27102**

The Guard II – Level IV will perform the following tasks:

- Secures premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
- Completes reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.
- Protect property from theft or damage, or persons from hazards or interference.
- Duties involve serving at a fixed post, making rounds on foot or by motor vehicle, or escorting persons or property.
- Carry out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, and reported to the appropriate authority.
- Primary duty is to observe and report security and emergencies.
- Intervene directly only in situations which require minimal action to safeguard property or persons.
- Duties require minimal training and physical fitness standards.
- Enforces regulations and procedures designed to prevent breaches of security.
- Exercise judgment and use discretion in responding to incidents and emergencies.
- Determine whether to intervene directly, ask for assistance as time permits, keep situation under control, conduct surveillance, or report the incident to the appropriate authority for handling.
- Duties require specialized training in methods and techniques of protecting controlled areas.
- May be required to demonstrate proficiency in the use of firearms and/or other special weapons and continuing physical fitness.
- Required to demonstrate proficiency in the use of firearms and/or other special weapons and continuing physical fitness.
- May provide guidance, mentorship, or supervision to lower level guards.

*Minimum Education and Experience:* High School Diploma with 2 years of experience

### **GUARD II – LEVEL V\*\* – DOL CATEGORY 27102**

The Guard II – Level V will perform the following tasks:

- Secures premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
- Completes reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.
- Protect property from theft or damage, or persons from hazards or interference.
- Duties involve serving at a fixed post, making rounds on foot or by motor vehicle, or escorting persons or property.
- Carry out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, and reported to the appropriate authority.
- Primary duty is to observe and report security and emergencies.
- Intervene directly only in situations which require minimal action to safeguard property or persons.
- Duties require minimal training and physical fitness standards.
- Enforces regulations and procedures designed to prevent breaches of security.

- Exercise judgment and use discretion in responding to incidents and emergencies.
- Determine whether to intervene directly, ask for assistance as time permits, keep situation under control, conduct surveillance, or report the incident to the appropriate authority for handling.
- Duties require specialized training in methods and techniques of protecting controlled areas.
- May be required to demonstrate proficiency in the use of firearms and/or other special weapons and continuing physical fitness.
- Required to demonstrate proficiency in the use of firearms and/or other special weapons and continuing physical fitness.
- May provide guidance, mentorship, or supervision to lower level guards.
- May be deputized to make arrests.

*Minimum Education and Experience:* High School Diploma with 3 years of experience

### **GUARD II – LEVEL VI\*\* – DOL CATEGORY 27102**

The Guard II – Level VI will perform the following tasks:

- Secures premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
- Completes reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.
- Protect property from theft or damage, or persons from hazards or interference.
- Duties involve serving at a fixed post, making rounds on foot or by motor vehicle, or escorting persons or property.
- Carry out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, and reported to the appropriate authority.
- Primary duty is to observe and report security and emergencies.
- Intervene directly only in situations which require minimal action to safeguard property or persons.
- Duties require minimal training and physical fitness standards.
- Enforces regulations and procedures designed to prevent breaches of security.
- Exercise judgment and use discretion in responding to incidents and emergencies.
- Determine whether to intervene directly, ask for assistance as time permits, keep situation under control, conduct surveillance, or report the incident to the appropriate authority for handling.
- Duties require specialized training in methods and techniques of protecting controlled areas.
- May be required to demonstrate proficiency in the use of firearms and/or other special weapons and continuing physical fitness.
- Required to demonstrate proficiency in the use of firearms and/or other special weapons and continuing physical fitness.
- May provide guidance, mentorship, or supervision to lower level guards.
- Deputized to make arrests.

*Minimum Education and Experience:* High School Diploma with 4 years of experience

### **LOCKSMITH\*\* – DOL CATEGORY 23500**

The Locksmith will perform the following tasks:



- Install, repair, modify, and open a variety of locking mechanisms found on doors, desks, compartments, mobile equipment, safes, and vaults.
- Examine locking mechanism and install new unit or disassemble the unit and replace worn tumblers, springs, and other parts or repair them by filing, drilling, chiseling and grinding.
- Open door locks by moving lock pick in the cylinder or open safe locks by listening to lock sounds or by drilling.
- Make new or duplicate keys, using a key cutting machine.
- Change combination by inserting new or repaired tumblers into the lock.
- Establish keying systems for buildings.

*Minimum Education and Experience:* High School Diploma with 1 year of experience

### **OPERATIONS MANAGER**

The Operations Manager will perform the following tasks:

- Provide technical support in conjunction with ongoing customer agency programs to manage facilities or other tasks including but not limited to operating systems and equipment; developing system management plans, and adhering to established policies and procedures.
- Review and evaluate ongoing and completed project management.
- Determine project schedules and develop plans to track and justify schedules; coordinate schedules and system management activities; provide engineering and/or technical expertise.
- Manage projects from design through completion; coordinate and provide system training.
- Attend technical meetings to provide task status briefings and reports.
- Develop plans for correction/improvement.
- Assess adequacy of internal communication by contacting customers and getting feedback.

*Minimum Education and Experience:* High School Diploma with 5 years of experience

### **PERSONNEL SECURITY SPECIALIST I\*\* - DOL CATEGORY 01111**

The Personnel Security Specialist I will perform the following tasks:

- Familiar with special access programs and security procedures.
- Follow detailed procedures in performing, simple repetitive tasks in the same sequence.
- Familiar with customer-required security protocols.
- Responsibilities include filing pre-coded documents in a chronological file or operating office equipment (e.g., mimeograph, photocopy, addressograph or mailing machine).
- Follow detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence.
- Specific work may include but is not limited to coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment.
- Little or no subject matter knowledge is required, but the clerk uses judgment in choosing the proper procedure for each task.

*Minimum Education and Experience:* High School Diploma with 6 months of experience

## **PERSONNEL SECURITY SPECIALIST II\*\* - DOL CATEGORY 01112**

The Personnel Security Specialist II will perform the following tasks:

- Familiar with special access programs and security procedures.
- Follow detailed procedures in performing, simple repetitive tasks in the same sequence.
- Familiar with customer-required security protocols.
- Responsibilities include filing pre-coded documents in a chronological file or operating office equipment (e.g., mimeograph, photocopy, addressograph or mailing machine).
- Follow detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence.
- Specific work may include but is not limited to coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment.
- Little or no subject matter knowledge is required, but the clerk uses judgment in choosing the proper procedure for each task.
- Familiar with special access programs, analyze security procedures, and recommend changes to make the procedures more effective.
- Use some subject matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence.
- Select from alternative methods and refer problems not solvable by adapting or interpreting substantive guides, manuals, or procedures.
- Typical duties include but are not limited to assisting in a variety of administrative matters; maintaining a wide variety of financial or other records (stored both manually and electronically); verifying statistical reports for accuracy and completeness; compiling information; handling and adjusting complaints.
- May direct lower level specialists.

*Minimum Education and Experience:* High School Diploma with 1 year of experience

## **PERSONNEL SECURITY SPECIALIST III\*\* - DOL CATEGORY 01113**

The Personnel Security Specialist III will perform the following tasks:

- Familiar with special access programs and security procedures.
- Follow detailed procedures in performing, simple repetitive tasks in the same sequence.
- Familiar with customer-required security protocols.
- Responsibilities include filing pre-coded documents in a chronological file or operating office equipment (e.g., mimeograph, photocopy, addressograph or mailing machine).
- Follow detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence.
- Specific work may include but is not limited to coding and filing documents in an extensive alphabetical file, simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment.
- Little or no subject matter knowledge is required, but the clerk uses judgment in choosing the proper procedure for each task.
- Familiar with special access programs, analyze security procedures, and recommend changes to make the procedures more effective.
- Use some subject matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence.

- Select from alternative methods and refer problems not solvable by adapting or interpreting substantive guides, manuals, or procedures.
- Typical duties include but are not limited to assisting in a variety of administrative matters; maintaining a wide variety of financial or other records (stored both manually and electronically); verifying statistical reports for accuracy and completeness; compiling information; handling and adjusting complaints.
- May direct lower level specialists.

*Minimum Education and Experience:* High School Diploma with 2 years of experience

### **PROGRAM COORDINATOR**

The Program Coordinator will perform the following tasks:

- Coordinate duties assigned to the security, loss prevention, and safety function including staff management, general administration, facility access control, and life/safety responsibilities of the department.
- Operate security and access control systems.
- Process requests for access from staff, visitors, and contractors.
- Schedule security coverage, as necessary. Arrange schedules and regulate the flow of work within or between organizational units or businesses.
- Maintain departmental training records.
- Serve as the senior security representative after hours and on weekends.
- Ensure the Security Department is properly staffed.
- Conduct briefings with contract security personnel.
- Prepare detailed support documents for high-level customer meetings.
- Prepare reports by collecting and analyzing information.
- Confer with supervisors to determine progress of work and to provide information on changes in processing methods.

*Minimum Education and Experience:* High School Diploma with 2 years of experience

### **PROGRAM MANAGER**

The Program Manager will perform the following tasks:

- Manage program to ensure implementation and prescribed activities are carried out in accordance with specified objectives.
- Direct and coordinate program activities for specific functions or phases of programs.
- Select personnel according to knowledge and experience in specific program areas, such as social or public welfare, education, economics, or public relations.
- Confer with staff to explain the program and individual responsibilities for functions and phases of the program.
- Direct and coordinate, personally or through subordinate managerial personnel, activities concerned with implementation and carrying out objectives of the program.
- Review reports and records of activities to ensure specified program objectives are met; modify or change methodology as required to redirect activities and attain objectives.
- Prepare program reports for superiors.
- Control expenditures in accordance with budget allocations.

*Minimum Education and Experience:* Associate's Degree with 5 years of experience. An Associate's Degree may be substituted for an additional 2 years of experience.

## **PROJECT MANAGER**

The Project Manager will perform the following tasks:

- Provide technical support in support of various projects and review and evaluate ongoing and completed project management.
- Develop project management plans, as necessary, and adhere to established policies and procedures to execute the project.
- Determine project schedules and develop plans to track and justify schedules; coordinate schedules and system management activities.
- Manage project from design through completion; coordinate and provide system training.
- Attend technical meetings to provide task status briefings and reports.
- Conduct or provide technical support to project assessments.
- Develop plans for correction/improvement and provide plans to customers and staff to ensure implementation.
- Develop strategies to optimize the organizational task performance, ensure efficiency, and achieve a high-level of customer satisfaction.

*Minimum Education and Experience:* Associate's Degree with 3 years of experience. An Associate's Degree may be substituted for an additional 2 years of experience.

## **QUALITY ASSURANCE ENGINEER**

The Quality Assurance Engineer will perform the following tasks:

- Keep management fully apprised of significant occurrences and trends that impact the quality of product or operations.
- Administer corrective action requests and customer complaints.
- Review requirements, specifications and technical design documents to provide timely and meaningful feedback.
- Create a detailed, comprehensive and well-structured test plans and test cases.
- Estimate, prioritize, plan, and coordinate testing activities.
- Identify, record, document thoroughly, and track deficiencies.
- Develop and apply testing processes to meet client needs.
- Coordinate with internal teams (e.g., developers and product managers) to identify system requirements.
- Track quality assurance metrics.

*Minimum Education and Experience:* Associate's Degree with 2 years of experience. An Associate's Degree may be substituted for an additional 2 years of experience.

## **QUALITY CONTROL MANAGER**

The Quality Control Manager will perform the following tasks:

- Interpret and implement solutions that include quality policies.
- Manage quality operations and compliance as well as inspection preparedness and internal audits.
- Conduct investigations and root cause analysis and recommend/implement corrective actions to prevent recurrence.
- Practice change management utilizing risk-based strategy.

- Perform trend analysis to monitor process performance and employ metrics to track the performance of operations and quality systems.
- Adhere to quality management objectives/priorities and the associated action plans.
- Investigate customer complaints and perform GAP analysis for quality assurance department.
- Lead and/or support investigations into non-conformances and quality issues to ensure proper changes are made to guarantee continued consistent quality.
- Write SOPs for the quality department.

*Minimum Education and Experience:* High School Diploma with 5 years of experience

### **SCREENER\*\* - DOL CATEGORY 27210**

The Screener will perform the following tasks:

- Conduct screening of passengers, baggage, or cargo to ensure compliance with using advanced imaging technology (AIT) to ensure compliance with Transportation Security Administration (TSA) or other regulations.
- May operate advanced security equipment such as body scanners, x-ray machines, and hand wands at screening checkpoints.
- Responsible for identifying dangerous objects in cargo and preventing those objects from being transported.
- Must search for barred items to include but not limited to weapons, drugs, liquids, and other prohibited items.
- Greet and screen individuals desiring entry into pre-boarding staging areas.
- Operate x-ray and other screening equipment and monitor screens.
- Physically check guests for forbidden articles and immediately notify supervisor if prohibited items are detected.
- Respond to audible alarms.
- Log suspected violations.
- Conducts routine maintenance and adjustment of monitoring equipment.
- Maintain accurate records.
- May perform loading and unloading zone and short -term overdue checks as part of the interior and exterior surveillance.

*Minimum Education and Experience:* High School Diploma and 1 year of experience

### **SECURITY OFFICER – EMERGENCY MEDICAL TECHNICIAN (EMT) \*\* – DOL CATEGORY 12040**

The Security Officer – EMT will perform the following tasks:

- Must adhere to all site specific post order requirements.
- Complete daily activity reports, Incident reports, and other mandated reports per post orders.
- Guard all property and personnel against illegal activities, completing regular rounds of grounds and facilities, and address all concerns quickly and appropriately.
- At all times, are prepared to respond immediately and anywhere on site to emergency calls for assistance, administering necessary First Aid and working with outside medical personnel as needed.
- Provide emergency medical treatment to sick or injured persons at the site of the emergency and while in transit to a medical facility.
- Respond to instructions from an emergency dispatcher.

- May drive specially equipped emergency vehicle.
- Monitor communication equipment to maintain contact with the dispatcher.
- Determines nature and extent of illness or injury, or magnitude of catastrophe, and establish procedures to be followed or need for additional assistance, basing decisions on statements of persons involved, examination of victim or victims, and knowledge of emergency medical practice.
- Administer prescribed medical treatment at site of the emergency or in a vehicle in route to medical facility performing such activities as applying splints, administering oxygen, maintaining an adequate airway, treating minor wounds or abrasions, or performing cardiopulmonary resuscitation (CPR).
- Job tasks requires that one communicates with professional medical personnel at emergency treatment facility to obtain instructions regarding further treatment and to arrange for reception of victims at treatment facility, assists in removal of victims from vehicle and in their transfer to treatment center, assists center admitting personnel to obtain and record information related to victims' vital statistics and circumstances of emergency, maintains vehicles and medical communication equipment, and replenishes first aid equipment and supplies.
- May assist in controlling crowds, protecting valuables, or performing other duties at scene of the catastrophe.
- May assist professional medical personnel in emergency treatment administered at medical facility and typically trained according to a U. S. Department of Transportation National Standard Curriculum.
- May require additional skills, such as the use of the automatic or manual external defibrillator, and become certified as an EMT-Defibrillator (EMT-D).

*Minimum Education and Experience:* High School Diploma with 2 years of experience

### **SECURITY OFFICER – K-9\*\* – DOL CATEGORY 27030**

The Security Officer – K-9 will perform the following tasks:

- Perform traffic checkpoint operations, city patrols, transportation checks and other law enforcement duties, as assigned.
- Will use trained K-9 dogs to assist in daily patrolling duties.
- Maintaining surveillance from a covert position.
- Using cutting edge technology, such as infrared scopes during night-time operations.
- Interpreting and following tracks, marks and other physical evidence of illegal aliens and smugglers.
- Utilizes trained explosives or narcotic detection dog to conduct searches and inspections of structures, objects, ships and watercraft, and aircraft and open areas.
- Work with a canine partner to maintain control and develop skills.
- May require canine and kennel support including but not limited to grooming and feeding canine partner.
- May use two-way radio communication devices, cellular phones, communications devices, and other devices as necessary to communicate.
- Maintain a log, written reports, and canine and handler records.

*Minimum Education and Experience:* High School Diploma with 2 years of experience

### **SECURITY POLICE OFFICER I\*\* - DOL CATEGORY 27131**

The Security Police Officer I will perform the following tasks:

- Enforce laws established for the protection of persons and property by detaining, arresting, interrogating, and incarcerating suspected violators, and appearing as a witness at trials.

- Carry out general and specific assignments from superior officers in accordance with established rules and procedures.
- Maintains order, enforce laws and ordinances, and protect life and property in an assigned patrol district or beat by performing a combination of duties.
- Duties may include patrolling a specific area on foot or in a vehicle, directing traffic, issuing traffic summonses, investigating accidents, apprehending and arresting suspects, processing prisoners, and protecting scenes of major crimes.
- May participate with detectives or investigators in conducting surveillance operations.
- This position is typically armed.

*Minimum Education and Experience:* High School Diploma with 2 years of experience

### **SECURITY POLICE OFFICER II\*\* - DOL CATEGORY 27132**

The Security Police Officer II will perform the following tasks:

- Enforce laws established for the protection of persons and property by detaining, arresting, interrogating, and incarcerating suspected violators, and appearing as a witness at trials.
- Carry out general and specific assignments from superior officers in accordance with established rules and procedures.
- Maintains order, enforce laws and ordinances, and protect life and property in an assigned patrol district or beat by performing a combination of duties.
- Duties may include patrolling a specific area on foot or in a vehicle, directing traffic, issuing traffic summonses, investigating accidents, apprehending and arresting suspects, processing prisoners, and protecting scenes of major crimes.
- May participate with detectives or investigators in conducting surveillance operations.
- This position is typically armed.
- May specialize in one or more activities to include but not limited to canine patrol, special reaction teams, and juvenile cases or participate in investigations or other enforcement activities requiring specialized training and skills.

*Minimum Education and Experience:* High School Diploma with 3 years of experience

### **SPECIALIZED SECURITY PERSONNEL\*\* - DOL CATEGORY 27102**

The Specialized Security Personnel will perform the following tasks:

- Specialize in one or more activities to include but not limited to canine patrol, special reaction teams, juvenile cases or participate in investigations or other enforcement activities requiring specialized training and skills.
- This position may be armed.
- Secures premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
- Completes reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.
- Protect property from theft or damage, or persons from hazards or interference.
- Duties involve serving at a fixed post, making rounds on foot or by motor vehicle, or escorting persons or property.

- Carry out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, and reported to the appropriate authority.
- Primary duty is to observe and report security and emergencies.
- Intervene directly only in situations which require minimal action to safeguard property or persons.
- Duties require minimal training and physical fitness standards.
- Enforces regulations and procedures designed to prevent breaches of security.
- Exercise judgment and use discretion in responding to incidents and emergencies.
- Determine whether to intervene directly, ask for assistance as time permits, keep situation under control, conduct surveillance, or report the incident to the appropriate authority for handling.
- Duties require specialized training in methods and techniques of protecting controlled areas.
- Specialize in one or more activities to include but not limited to canine patrol, special reaction teams, juvenile cases or participate in investigations or other enforcement activities requiring specialized training and skills.
- This position may be armed.

*Minimum Education and Experience:* High School Diploma with 4 years of experience

### **TECHNICAL SUPERVISOR**

The Technical Lead will perform the following tasks:

- Follow prescribed processes and procedures including systems, adherence to schedules, and tool utilizations.
- Lead development teams to deliver high-quality products with expected scope and budget.
- Efficiently handle customer requests and escalations; communicate technical information to appropriate personnel.
- Identify urgent situations that require additional actions to satisfy the customers' needs.
- Research and follow through on customer commitments.
- Work with stakeholders to define technical options and translate business requirements into technical design and execution plans.
- Mentor team members and contribute to the recruitment and selection of new team members.

*Minimum Education and Experience:* High School Diploma with 5 years of experience

### **TRAINING INSTRUCTOR\*\* - DOL CATEGORY 15090**

- Teach one or more short courses in a technical trade or craft.
- Prepares an instructional program in accordance with training or other course requirements, assembling materials to be presented.
- Teach assigned topics in accordance with approved curriculum effectively utilizing all allotted time.
- Maintain proficiency in instructional techniques; incorporate current examples in the teaching process (e.g., develop clarification or real world examples of application related to the subject matter); and develop and maintain classroom techniques that reflect professionalism, good discipline and enhance teaching.
- Alternates teaching techniques to maintain high motivation and interest in the subject areas.



- Administer grades, record and critique examinations, and prepare and administer remedial assignments.
- Submit written recommendations for curriculum updates to ensure consistency with changes and innovations in the latest applicable publications or documents.

*Minimum Education and Experience:* High School Diploma with 2 years of experience

### **TRAINING MANAGER**

The Training Manager will perform the following tasks:

- Oversee all training and provide support and guidance as needed.
- Coach, motivate and demonstrate all required tasks to complete assignments.
- Assess employees' skills, talents, performance and productivity and prepare written evaluations with advice for improvement.
- Oversee the training in all key areas related to project performance and research new training materials and supplies that may enhance training procedures and provide value to employees.
- On-board new hires and assign them to training sessions.
- Identify future training needs and create a curriculum to facilitate that training.
- Search for gaps in training material or content that should be filled to ensure safety and productivity among staff members.
- Communicate with team members, trainers, and management to ensure all needs are met.

*Minimum Education and Experience:* High School Diploma with 4 years of experience

### **TRAINING SPECIALIST\*\* - DOL CATEGORY 15095**

The Training Specialist will perform the following tasks:

- Perform all functions of a Training Instructor (see Training Instructor position description).
- Primarily responsible for curriculum revision and maintenance.
- Use a computer to organize and draft a curriculum that breaks a complex subject into blocks or units of instruction.
- Creates graphics and integrate them into curriculum.
- The curriculum may be instructor based, computer-based, simulator based, interactive, or non-interactive.
- Teaches short technical courses in accordance with approved curriculum to maintain proficiency and to evaluate and develop new instructional techniques/courses.
- Job duties may also include incorporation of the new curriculum in the teaching process, development and maintenance of classroom techniques that reflect professionalism and good discipline to enhance teaching, and development of alternative teaching techniques and scenarios to maintain high motivation and interest in the subject areas.
- While acting a testing officer, the conduct analysis of test(s) to determine the need for development or revision of test items.

*Minimum Education and Experience:* High School Diploma with 3 years of experience