

**MICROLINK, LLC GSA HOURLY RATES SIN 132-51 IT PROFESSIONAL SERVICES  
GS-35F-0143L**

<b>Labor Category</b>	<b>12/19/05 - 12/18/06</b>	<b>12/19/06 -12/18/07</b>	<b>12/19/07 -12/18/08</b>	<b>12/19/08 -12/18/09</b>	<b>12/19/09 -12/18/10</b>
Senior Computer Graphic Artist	\$ 80.94	\$ 83.37	\$ 85.87	\$ 88.45	\$ 91.10
Computer Graphic Artist	\$ 60.71	\$ 62.53	\$ 64.41	\$ 66.34	\$ 68.33
Computer Operator	\$ 42.15	\$ 43.42	\$ 44.72	\$ 46.06	\$ 47.44
Jr. Computer Operator	\$ 26.02	\$ 26.80	\$ 27.61	\$ 28.44	\$ 29.29
Data Analyst	\$ 68.54	\$ 70.59	\$ 72.71	\$ 74.89	\$ 77.14
Documentation Specialist	\$ 45.44	\$ 46.81	\$ 48.21	\$ 49.66	\$ 51.15
Network Admin	\$ 43.95	\$ 45.27	\$ 46.63	\$ 48.02	\$ 49.47
Jr. Network Admin	\$ 24.47	\$ 25.20	\$ 25.96	\$ 26.74	\$ 27.54
Sr. Network Engineer	\$ 80.94	\$ 83.37	\$ 85.87	\$ 88.45	\$ 91.10
Network Engineer	\$ 69.38	\$ 71.46	\$ 73.60	\$ 75.81	\$ 78.08
Sr. Program/Project Manager	\$ 140.84	\$ 145.07	\$ 149.42	\$ 153.90	\$ 158.52
Jr. Program/Project Manager	\$ 128.36	\$ 132.21	\$ 136.18	\$ 140.26	\$ 144.47
Sr. Programmer	\$ 93.09	\$ 95.88	\$ 98.76	\$ 101.72	\$ 104.77
Programmer	\$ 90.19	\$ 92.90	\$ 95.68	\$ 98.55	\$ 101.51
Jr. Programmer	\$ 65.16	\$ 67.12	\$ 69.13	\$ 71.20	\$ 73.34
Software Engineer	\$ 73.77	\$ 75.98	\$ 78.26	\$ 80.61	\$ 83.03
Systems Engineer	\$ 121.06	\$ 124.69	\$ 128.43	\$ 132.29	\$ 136.25
Sr. System Info. Analyst	\$ 72.94	\$ 75.13	\$ 77.38	\$ 79.70	\$ 82.09
Jr. System Info. Analyst	\$ 43.40	\$ 44.70	\$ 46.04	\$ 47.43	\$ 48.85
Sr. Technical Writer	\$ 101.76	\$ 104.82	\$ 107.96	\$ 111.20	\$ 114.54
Technical Writer	\$ 78.63	\$ 80.99	\$ 83.42	\$ 85.92	\$ 88.50
Jr. Technical Writer	\$ 55.50	\$ 57.17	\$ 58.88	\$ 60.65	\$ 62.47
Sr. Test Analyst	\$ 85.02	\$ 87.57	\$ 90.19	\$ 92.90	\$ 95.69
Test Analyst	\$ 78.63	\$ 80.99	\$ 83.42	\$ 85.92	\$ 88.50
Jr. Test Analyst	\$ 60.13	\$ 61.93	\$ 63.79	\$ 65.70	\$ 67.67
Word Processor	\$ 20.81	\$ 21.44	\$ 22.08	\$ 22.74	\$ 23.43
Solution Architect	\$ 209.50	\$ 215.78	\$ 222.25	\$ 228.92	\$ 235.79
Senior Security Consultant	\$ 138.95	\$ 143.12	\$ 147.41	\$ 151.84	\$ 156.39
Senior Engineer	\$ 101.54	\$ 104.59	\$ 107.73	\$ 110.96	\$ 114.29
Junior Security Engineer	\$ 49.50	\$ 50.98	\$ 52.51	\$ 54.09	\$ 55.71
Subject Matter Expert	\$ 195.71	\$ 201.58	\$ 207.63	\$ 213.86	\$ 220.27
Engineer	\$ 88.21	\$ 90.85	\$ 93.58	\$ 96.39	\$ 99.28
Principal Engineer	\$ 129.72	\$ 133.61	\$ 137.62	\$ 141.74	\$ 146.00
Architect	\$ 150.47	\$ 154.98	\$ 159.63	\$ 164.42	\$ 169.36
Principal Architect	\$ 181.60	\$ 187.05	\$ 192.66	\$ 198.44	\$ 204.39
Executive Program Manager	N/A	\$ 216.61	\$ 223.11	\$ 229.80	\$ 236.69
Enterprise Architect I	N/A	\$ 251.88	\$ 259.44	\$ 267.22	\$ 275.24
Enterprise Architect II	N/A	\$ 272.03	\$ 280.19	\$ 286.60	\$ 297.26
Enterprise Architect III	N/A	\$ 292.18	\$ 300.95	\$ 309.98	\$ 319.28

## MICROLINK, LLC GSA LABOR CATEGORY DESCRIPTIONS

### **Program Manager/Project Manager**

Plans, directs and coordinates the acquisition and development of new business to an account stage for opportunities valued at more than one million operational dollars. Initiates, supports and participates in negotiations with prospective customer. Analyzes current situation and develops business plans, sales strategy and targeted customer audience to achieve acceptance of new business opportunity. Determines customer requirements and translates these requirements into operational plans. Determines, monitors and reviews costs, operational budgets and schedules and staffing requirements for project team. Analyzes effects of project upon various operating and support areas, such as information processing/data centers, assembly and manufacturing, to determine the most practical and cost effective method to obtain the required resources. Provides guidance to project team and management in directing development of new applications and formulating contingency plans in areas such as schedule revisions, manpower adjustments, fund allocations, and work requirements. Provides guidance in strategic systems planning to project team and/or customer's team. May be responsible for preparing incoming management for transition from implementation to business operating stage.

### **Systems Engineer**

Develops and maintains data processing applications which meet customer business needs. Codes, tests and implements computer programs in developmental and maintenance modes. Defines system requirements and priorities with customers and ensures that daily needs are met. Develops system and programming specifications. Designs data processing solutions based on business need and technical considerations. Researches and resolves application production problems. Monitors application performance and performs run time improvement functions. Prepares system documentation. Analyzes, resolves or assists others in resolving production problems. Supports business studies, costing and feasibility studies and preparation efforts.

### **Software Engineer**

Maintains one of the specific systems and associated sub-products. Maintains currency, debugs and configures related software products. Provides operating systems planning and evaluation for performance analysis, capacity planning and hardware upgrades. Interfaces with customer groups to resolve user problems, setting standards and improving overall efficiency of the operating system. Designs, codes, tests, and implements tools for operations automation. Assists in the planning and conversion for new hardware/software products. Responsible for performing analysis and technical support of systems software products, including problem resolution, design, development, testing, operational integration, and user support. Assists software SEs with customization, installation maintenance, setting of standards, and optimizing product performance. Leads planning and conversions for new hardware/software products.

### **Network Engineer**

Assists in the planning, design, and implementation of network management systems to monitor, diagnose, control, and measure performance of communications networks that impact individual sites. Uses and supports network administrative systems to ensure accurate network inventory and timely implementations. May work with end customer, and vendors to define, analyze, and provide solutions for the customer's voice, data, and imagine communications requirements. Provides research and recommendations for the incorporation of current regulatory climates, trends, and issues in communications projects. Selects and configures hardware and software for multi-site networks. Plans, designs, and implements network management systems to monitor, diagnose, control, and measure performance of communication networks that impact multiple sites. Uses and recommends changes to network administrative systems to ensure accurate network inventory and timely implementation.

### **Systems Information Analyst**

Conceptualizes, designs, constructs, tests, and implements portions of business and technical information technology solutions through application of appropriate software development life cycle methodology. Interacts with the customer to gain an understanding of the business environment, technical context and organizational strategic direction. Defines scope, plans and deliverables for assigned projects. Collects, identifies, defines, and organizes detailed user and information technology requirements. Coordinates and collaborates with others in analyzing collected requirements to ensure plans and identified solutions meet customer needs and expectations. Confirms and prioritizes project plans and deliverables with the customer. Participates in business and technical information technology solution implementations, upgrades, enhancements, and conversions. Understands and uses appropriate tools to analyze, identify and resolve business and/or technical problems. Applies metrics to monitor performance and measure key project criteria. Prepares system documentation. Establishes and maintains security, integrity and business continuity controls and documents. Participates in special studies. Stays current on emerging tools, techniques, and technologies.

### **Programmer**

Proficiently demonstrates skills in desktop computing using Visual Programming, and has experience in Sybase, Power builder, PFC, COBOL, C/C++, and/or NT client/server. Defines and analyzes system and application requirements, designs, codes, tests, and implements computer programs in development and maintenance modes. Has the ability to read and understand the code needed for the project and can research, resolve application production problems, as well as be able to lead subsystem designs and system design projects. Works with d the customer to respond to problems/needs and can flexibly prioritize competing problems/needs situations.

### **Computer Graphic Artist**

Utilizes computer graphic equipment to produce publication and presentation art for slides. Interfaces with customer and internal staff to determine needs and objectives. Selects appropriate style and visual images to produce desired results. Creates art work, still media, animation and other visual images from storyboards or own concepts. Prepares job estimates and production schedules. Works with graphics personnel to coordinate and schedule

**Technical Writer**

Analyzes and interprets highly specialized technical information to compose detailed documentation and technical manuals. Conducts complex documentation and user needs analysis. Studies customer environment by analyzing job tasks, organizational structure and user needs to propose documentation solutions. Observes developmental and experiential activities to determine operating procedure and detail for document content. Interviews technical personnel, interprets reports, specifications and drawings to increase understanding of processes and document requirements. Assists others with technical interpretation and appropriate phrasing for document content. May plan documentation development process and coordinate writing projects. Reviews documentation for an entire project to ensure validity, completeness of content and consistency with order, style and terminology standards.

**Computer Operator**

Responsible for monitoring, controlling and/or setting-up computer resources in accordance with established procedures within a processing site. Monitors performance of networks effectively utilizing software tools. May perform network emergency corrective and preventive maintenance. Ensures timeliness and quality of product/service being delivered. May solve technical and/or customer problems within scope of defined standards. Interfaces with necessary customers and/or business support groups and escalates issues to appropriate support groups. Creates and maintains documentation.

**Data Analyst**

Verifies and maintains accurate data in the master and control files of a data base in a user environment. Identifies, researches and analyzes data errors or inconsistencies within a data base system. Determines appropriate corrective actions. May discuss problems and solutions with data base users. Updates master and control files as needed. Generates and reviews system reports. Responds to requests for reports or information. Maintains documentation on system files and reports. May recommend data base improvements or coordinate system modifications with the appropriate personnel.

**Word Processor**

Enters written and recorded text on a computerized system using word processing and/or customized software. Proofs input to ensure accuracy. Prints and assembles the printed product. Hand delivers, mails, and/or electronically transmits the end product to the user as directed.

**Documentation Specialist**

Performs documentation duties following established procedures. Verifies and proofreads records and documents. Sorts and files documentation and retrieves information from files upon request. Works with users and end clients to establish documentation standards and procedures as needed.

### **Test Analyst**

Excellent written and verbal English (e.g., able to be easily understood in a meeting, able to make oral presentation, and able to write grammatically correct English). Able to perform functional software testing such as: write a test plan, write test specifications, and procedure. Must be able to execute test procedures, execute regression tests, and write report of testing results. Able to use automated test tools (e.g. from Mercury or SQA). Must have working knowledge of: network security, various operating systems (e.g. UNIX, Windows), and documenting management systems (e.g. workflow, imaging). Attributes should include: detail-oriented, analytical, self-motivating, persevering, and imaginative thinker. Must be able to work best in unstructured environments, continuously changing environments, and best in environments with much ambiguity.

### **Network Administrator**

Implements and supports local area network (LAN) and campus area network (CAN) hardware and software. Analyzes customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Acts as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyzes performance problems and recommends solutions to enhance functionality, reliability, and /or usability. Implements operational support standards and procedures relating to change management, performance management, and security. Recommends changes and improvements to existing standards. Provides user orientation on hardware, software, and network operations. Keeps abreast of emerging operational support technologies and industry trends. Coordinates operational designs, develops support plans, coordinates implementations, provides second level support for local area network (LAN), campus area network (CAN), and wide area network (WAN) solutions encompassing heterogeneous platforms. Leads project teams in implementing new or upgraded designs and coordinates project efforts with support groups. Creates plans that support implementation of changes. Participates in system support design and performance evaluation reviews. Advises on distributed network computing issues. Establishes and maintains security and integrity standards and controls. Ensures support plans and services meet customer needs and expectations. Assists in the evaluation testing and recommendation of hardware, software, and network configurations based on customer needs. Coaches others in the application of new operational support technologies. Analyzes user requirements and statistics to identify trends and resolve performance issues.

**Solution Architect**

Provides input on complexity, development time and cost of proposed solution. Specialized experience includes the implementation of a broad range of information technology solutions such as back-office administration, front-end data acquisition and management, knowledge bases, e-Business, business process automation/scientific analytics, data/process integration and business continuity. Functional Responsibility - Designs architectures that include software, hardware, and communications solutions to support enterprise-wide and subsystem requirements. Ensures architectures are in compliance with open systems standards as they apply to the client's environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates problems of workflow, organization, and planning and develops appropriate corrective action. May provide guidance and direction to less experienced systems architects. Conducts and facilitates workshops, meetings and interviews to gather technical requirements including technical architecture, infrastructure, environment, integration and development requirements.

**Senior Security Consultant**

Analyzes and defines complex information security, automated information security (AIS), and/or computer security requirements. Designs, develops, engineers, and implements security solutions. Gathers and organizes technical information about an organization's mission, goals, and needs; existing security products; and ongoing programs. Develops, analyzes, and implements security architecture(s) as appropriate. Performs risk analysis and security audit services, develops analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures. Experience in one or more of the following areas is desired: digital signatures, encryption, public key and certification management, cross certification of public key systems, firewalls, and X.500 directories. May provide daily supervision and direction to staff.

**Senior Engineer**

Applies engineering principles to investigate, analyze, plan, design, develop, implement, test, or evaluate information technology systems. Reviews and prepares engineering and technical analyses, reports, change proposals, and other technical documentation. Applies engineering experience to perform functions such as system integration, configuration management, quality assurance testing, or acquisition and resource management. Analyzes, designs, develops, implements, tests or evaluates automated data processing software related to engineering or functional requirements of IT systems, associated support systems, or management information systems. Engineering Management: Acts as engineering team leader or supervisor developing engineering procedures and controls, managing project efforts, and taking lead in problem resolution.

**Junior Security Engineer**

Performs a variety of relatively routine project tasks applied to specialized technology problems. Tasks involve integration of electronic processes or methodologies to resolve total system problems, or technology problems as they relate to Information Assurance requirements. Analyzes information security requirements. Applies analytical and systematic approaches in the resolution of problems of workflow, organization, and planning.

**Subject Matter Expert**

As an expert in the subject matter field, may augment or direct project teams. Provides high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex studies, which require an expert knowledge of the subject matter for effective problem solution. Participates in all phases of study development with emphasis on the planning, analysis, documentation, and presentation phases. Applies higher-level mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other physical sciences to arrive at automated solutions. Reviews and approves the design and preparation of technical documentation and reports. Prepares and delivers senior management presentations and briefings as required by the task order. May serve as a Task Leader, responsible for ensuring the quality and timeliness of services delivered.

**Engineer**

Minimum/General Experience: Three (3) years of technical experience which applies to software or system design, development, documentation, testing, implementation and support. Evaluating development methodologies; analyzing requirements; evaluating architectures, designs, and implementations; monitoring IT acquisitions; and coordinating with other engineers to provide an overall assessment of a system. Good written and oral communications skills are required. Mentors Jr. Engineers

Functional Responsibility: Participates in technical studies and prototype developments. Documents and presents findings to management and client representatives. Will concurrently handle multiple tasks and work closely with clients and in teams that include other contractors and client representatives.

Minimum Education: Bachelor's Degree in Computer Science/Engineering or no degree and 5 years of experience.

**Principal Engineer**

Minimum/General Experience: Five (5) years of technical experience in designing complex COTS-based enterprise and infrastructure-based applications. Proficient in multiple system, server, and application operating environments. Provides expertise in one or more enterprise or system infrastructure applications including knowledge management systems, message systems, management systems, security models and identity systems. Provides technical leadership to the project team. Architects, installs, customizes tests and troubleshoots complex systems. Prepares system documentation. Analyzes resolves or assists others in resolving production problems. Supports business studies, costing and feasibility studies and preparation efforts. Acts as a team leader or supervisor for Engineers and Sr. Engineers.

Functional Responsibility: Defines system requirements and priorities with customers and ensures that daily needs are met. Develops system functional specifications and provides knowledge transfer to customers. Designs solutions based on business need and technical considerations. Monitors application performance and performs run time improvement functions.

Minimum Education: Bachelor's Degree in Computer Science/Engineering or no degree and 7 years of experience.

**Architect**

Minimum/General Experience: Five (5) years of technical experience in design, development, documentation, testing, implementation and support. A leading contributor position responsible for the overall design and technical oversight of complex technology solutions driven by client initiatives and the client's environment. Responsibility will span all layers of the business infrastructure and interfaces with the customer and executive management to define requirements and recommend solutions. Good written and oral communications skills are required.

Functional Responsibility: Develop solution recommendations to clients and provide technical leadership and oversight to the implementation of the solution.

Minimum Education: Bachelor's Degree in Computer Science/Engineering or no degree and 7 years of experience.

**Principal Architect**

Minimum/General Experience: Seven (7) years of advanced technical experience which applies to design, development, documentation, testing, implementation and support. Develop solution recommendations to clients and provide technical expertise to the implementation of the solution. A leading contributor position responsible for the overall design and technical oversight of complex technology solutions driven by client initiatives and the client's environment. Acts as a team leader or supervisor for Architects.

**Functional Responsibility:** Works closely with project manager, solution development team and clients to develop client requirements and technical alternatives.

**Minimum Education:** Bachelor's Degree in Computer Science/Engineering or no degree and 10 years of experience.

**Executive Program Manager**

**Minimum Education:** BS or BA in Computer Science/Engineering or 12 years experience.

**Minimum/General Experience:** 10 years of functional or IT experience, including at least 8 years of experience in managing large scale programs and projects.

**Functional Responsibility:** Directs and coordinates the planning and execution of an Enterprise IT program that may involve multiple projects, personnel and vendors. Plans and manages the operations and execution of several simultaneous technical and non-technical projects. Manages the integration solutions of complex enterprise wide software projects. These projects provide state of the art solutions capable of handling high volume enterprise schemas to map data and process flows between systems and solutions. Interacts directly with the senior government officials regarding status, progress, and issues.

**Enterprise Architect I**

**Minimum Education:** BS or BA in Computer Science/Engineering or 8 years experience.

**Minimum/General Experience:** 6 years of IT experience, including at least 3 years of experience in Enterprise Architecture and its components.

**Functional Responsibility:** Ability to architect solutions to provide timely updates of large databases and assuring high-performance across the architecture; works with other team members to improve the business process, information and technology of client organizations; designs, implements and develops integration solutions for providing state of the art solutions capable of handling high volume transaction rates for real-time processing and delivery; supports enterprise design by developing enterprise schemas to map data and process flows between systems and solutions. Demonstrated ability to work independently with minimal supervision.

### **Enterprise Architect II**

**Minimum Education:** BS or BA in Computer Science/Engineering or 9 years experience.

**Minimum/General Experience:** 7 years of IT experience, including at least 4 years of experience in Enterprise Architecture and its components.

**Functional Responsibility:** Ability to architect solutions to provide timely updates of large databases and assuring high-performance across the architecture; works with other team members to improve the business process, information and technology of client organizations; designs, implements and develops integration solutions for providing state of the art solutions capable of handling high volume transaction rates for real-time processing and delivery; supports enterprise design by developing enterprise schemas to map data and process flows between systems and solutions. Demonstrated ability to work independently with minimal supervision. Manages the activities of 1-2 enterprise architects.

### **Enterprise Architect III**

**Minimum Education:** BS or BA in Computer Science/Engineering or 10 years experience.

**Minimum/General Experience:** 8 years of IT experience, including at least 5 years of experience in Enterprise Architecture and its components.

**Functional Responsibility:** Ability to architect solutions to provide timely updates of large databases and assuring high-performance across the architecture; works with other team members to improve the business process, information and technology of client organizations; designs, implements and develops integration solutions for providing state of the art solutions capable of handling high volume transaction rates for real-time processing and delivery; supports enterprise design by developing enterprise schemas to map data and process flows between systems and solutions. Stays current with the standard architect frameworks for the federal Government. Manages the activities of 3-4 enterprise architects.