



**SUBORDINATE CONTRACT
MA-063-13011706
WITH
SUPERBTECH INC
FOR
IT PROFESSIONAL HELP SERVICES**

This Subordinate Contract **MA-063-13011706** (hereinafter referred to as "Contract") is made and entered into upon execution of all necessary signatures between SuperbTech Inc, having a place of business at 5800 Hannum Ave., Ste. 150, Culver City, CA 90230-6553; (hereinafter referred to as "Contractor"), and the County of Orange, Social Services Agency (SSA) a political subdivision of the State of California, with a place of business at 888 N. Main St., Santa Ana, CA 92701 (hereinafter referred to as "County") which are sometimes individually referred to as "Party" or collectively referred to as "Parties".

ATTACHMENTS

This Contract is comprised of this document and the following Attachments, which are incorporated by reference into this Contract:

Attachment A – Classifications and Descriptions

Attachment B – Classification Rate Schedule

RECITALS

WHEREAS, the County of Orange, County Procurement Office (CPO) has issued Regional Cooperative Agreement MA-017-12011692 (hereinafter referred to as "RCA") on file with County of Orange, CPO, effective June 1, 2012 through May 31, 2014, for IT Professional Help Services (hereinafter referred to as "Services") in accordance with the terms and conditions of the RCA between Contractor; and

WHEREAS, County desires to enter into a Contract for IT Professional Help Services per the RCA; and

WHEREAS all terms and conditions, amendments/modifications of the RCA are incorporated herein by this reference into this Contract; and

WHEREAS, Contractor is willing to provide the Services specified in the Scope of this Contract as listed below;

NOW, THEREFORE, the parties mutually agree:

ARTICLES

1. **Scope of Contract:** This Contract specifies the terms and conditions, per the RCA incorporated herein, by which County will procure the Services from the Contractor per Attachment A / Classifications and Descriptions.
2. **Term of Contract:** This Contract shall commence on June 1, 2013 and continue through and including May 31, 2014, unless otherwise terminated by the County. This Contract may be renewed thereafter for one additional two-year term upon mutual agreement of both parties. This Contract may not be renewed. The County does not have to give a reason if it elects not to renew this Contract.
3. **Compensation & Payment:** Contractor agrees to provide the Services at the fixed rates specified and set forth in this Contract and in accordance with the terms and conditions specified in the RCA. The total cost of this Contract shall not exceed \$1,006,344.00; provided, however, that in the event County desires to procure Services in excess of the stated amount, the parties shall enter into an amendment to this Contract for such additional expenditure.



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4. **Notices:** Any and all notices, requests demands and other communications contemplated, called for, permitted, or required to be given hereunder shall be in writing, except through the course of the parties' project managers' routine exchange of information and cooperation during the terms of the work and services. Any written communications shall be deemed to have been duly given upon actual in-person delivery, if delivery is by direct hand, or upon delivery on the actual day of receipt or no greater than four calendar days after being mailed by US certified or registered mail, return receipt requested, postage prepaid, whichever occurs first. The date of mailing shall count as the first day. All communications shall be addressed to the appropriate party at the address stated herein or such other address as the parties hereto may designate by written notice from time to time in the manner aforesaid.

FOR COUNTY:

County of Orange
SSA/Procurement Services
Attn: Evelyn Yambao
888 N. Main St., 1st Flr.
Santa Ana, CA 92701
Email: Evelyn.Yambao@ssa.ocgov.com

FOR CONTRACTOR:

SuperbTech Inc.
Attn: Adam Ysais
5800 Hannum Ave., Ste150
Culver City, CA 90230-6553
Telephone: (310) 645-1199
Email:Aysais@superbtechinc.com

COPY TO:

County of Orange
SSA/IT Services Department
Attn: Merilyn Inigo
888 N Main St.
Santa Ana, CA 92701

5. **Invoicing:** Invoices are to be submitted to:
SSA/Procurement Services
Attn: Processing Desk (MA)
888 N. Main St., 1st Flr
Santa Ana, CA 92701

Payment will be net 30 days after receipt of an invoice in a format acceptable to the County and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rests with the contractor.

An acceptable invoice format shall minimally include:

- A. Contractor's name and address;
- B. Invoice number and date;
- C. Name of County agency/department ordering services/goods;
- D. Description of services/goods and date ordered;
- E. Contract MA-063-13011706;
- F. Total Invoice Amount;
- G. Contractor's federal taxpayer's ID number and
- H. Contractor's remittance address (if different from line A)

- Signature Page follows -



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SIGNATURE PAGE

The Parties hereto have executed this Contract on the dates shown opposite their respective signatures below.

SUPERBTECH INC*

By Print Name	<u>Jan A. Davis</u>	By Print Name	<u>Esaul Martin</u>
Title	<u>President</u> Corporate Officer	Title	<u>Operations Manager</u> Corporate Officer
Date	<u>04-09-13</u>	Date	<u>04-09-13</u>

*If the contracting party is a corporation, (2) two signatures are required: one (1) signature by the Chairman of the Board, the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signator to bind the corporation.

COUNTY OF ORANGE

a political subdivision of the State of California

By Print Name	<u>Georgetta Vlad</u>	Date	<u>04/10/2013</u>
		Title	<u>Procurement Manager</u>

**COUNTY OF ORANGE
COUNTY COUNSEL**

By	<u>Karen R. Prother</u> Senior Deputy County Council	Date	<u>4/11/2013</u>
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**SUBORDINATE CONTRACT
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ATTACHMENT A

CLASSIFICATIONS AND DESCRIPTIONS

I. INFORMATION TECHNOLOGIST I

Perform personal computer setup, installation, and/or post installation support duties. Duties include but are not limited to the un-boxing and setup of all hardware, installation of software, pc configuration to include network interface card and cables, delivery to and setup of equipment at the customer site, complete system and network integration testing, customer orientation to the system, diagnosis of hardware and software malfunctions, and problem resolution. Diagnose and resolve hardware and software issues submitted to the IT Help Desk via telephone. This position may also answer Technical Support phone calls, initiate and track priority tickets for technical issues and Moves, Add, Changes and Deletes. Provide initial assessments of issues and track escalation or transfer of tickets. Position also remotely solves numerous technical issues via remote management software.

Preferred skills:

- Diagnose hardware/software/driver malfunctions and conflicts through problem resolution
- Perform computer setup, configuration, installation and support duties
- Provide training, support and instruction in all version of Office plus other desktop applications
- Relocate equipment as required
- Utilize remote Desktop Management solutions to resolve desktop problems
- Imaging PCs and Laptops using RIS (MSI package), Ghost or SMS
- Deploy computers using MS WDS
- Install, configure and resolve issues related peripherals, such as scanners, projectors, Blackberries, digital cameras, printers, card readers, encrypted USB drives
- Provide 1st and 2nd level support to user requests
- Diagnose and replace defective electronic components
- Install and configure hardware upgrades, hard drive, memory, video/sound card, CD/DVD writers
- Install, configure and resolve issues related to Off-the-shelf software
- Install, configure and resolve issues related to supported applications
- Migrate user profiles and data between PCs
- Install, configure and resolve issues related to desktop encryption
- Perform analysis and final resolutions to completed work requests
- Monitor, process and update Unicenter trouble tickets
- Install, configure and resolve issues related to network/local B&W/color printers
- Install, glue, apply anti-theft apparatus
- Troubleshoot network connectivity
- Perform software maintenance on computers, which includes managing remote defragmentation, adware/spyware blocking and other performance measures.
- Complete system and network integration testing
- Monitor and resolve PC patching issues
- Maintain high customer satisfaction
- Answer Helpdesk phones as required
- Provide timely onsite service and support for over 25 remote locations
- Must be able to lift forty pounds
- Conduct physical inventories using bar code equipment and spreadsheets
- Physically able to use a pallet jack to move equipment and shrink wrap to secure equipment
- Must possess a valid California driver's license and maybe required to drive to remote locations throughout Orange County. Must speak and read English proficiently

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Specific Project Preferred Skills:

- Minimum 2 years of experience with MS Windows 7 and Windows XP and Office 2010
- A+ certification (highly desirable)
- Minimum 1 year experience with Unicenter (CA Service Desk) ticket tracking system
- Minimum 1 year experience with the CalWIN image and application
- Minimum 1 year experience with SMS or Ghost imaging or Windows Deployment Server
- Must have experience with ERMI, Advantage Desktop, CAMS, APS Oracle and MSSP Case Management and Alchemy
- Minimum 1 year experience working in large environment over 2,500 users
- Experience with Hyland Onbase, CMIPS II, TMS, Genesys, ccPulse
- Minimum 1 year experience with Dameware Remote

II. INFORMATION TECHNOLOGIST II (VENDOR LIAISON, APPLICATION SUPPORT, TEAM LEAD, JOURNEYMAN TECHNOLOGIST)

10 year experience in IT field performing personal computer setup, installation, and/or post installation support duties. Duties include but are not limited to the un-boxing and setup of all hardware, installation of software, pc configuration to include network interface card and cables, delivery to and setup of equipment at the customer site, complete system and network integration testing, customer orientation to the system, diagnosis of hardware and software malfunctions, and problem resolution. Vendor management experience. Works as a vendor liaison to resolve hardware problems, delivery issues, RMA tracking and hardware driver support. Team lead experience, leading highly technical IT projects and providing direction and leadership to other IT staff. IT advocate at meetings, capable of speaking on behalf of IT department. Software and Application support for several local and State mandated programs.

Preferred skills:

- Diagnose hardware/software/driver malfunctions and conflicts through problem resolution
- Perform computer setup, configuration, installation and support duties
- Provide training, support and instruction in all version of Office plus other desktop applications
- Relocate equipment as required
- Utilize remote Desktop Management solutions to resolve desktop problems
- Imaging PCs and Laptops using RIS (MSI package), Ghost or SMS
- Deploy computers using MS WDS
- Install, configure and resolve issues related peripherals, such as scanners, projectors, Blackberries, digital cameras, printers, card readers, encrypted USB drives
- Provide 1st and 2nd level support to user requests
- Diagnose and replace defective electronic components
- Install and configure hardware upgrades, hard drive, memory, video/sound card, CD/DVD writers
- Install, configure and resolve issues related to Off-the-shelf software
- Install, configure and resolve issues related to supported applications
- Migrate user profiles and data between PCs
- Install, configure and resolve issues related to desktop encryption
- Perform analysis and final resolutions to completed work requests
- Monitor, process and update Unicenter trouble tickets
- Install, configure and resolve issues related to network/local B&W/color printers
- Install, glue, apply anti-theft apparatus
- Troubleshoot network connectivity

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- Vendor Liaison experience. Works with vendors to fix hardware problems.
- RMA processing and tracking of broken hardware.
- Team Lead over various IT projects. Must have direct lead experience over other IT personnel.
- Perform software maintenance on computers, which includes managing remote defragmentation, adware/spyware blocking and other performance measures.
- Complete system and network integration testing
- Monitor and resolve PC patching issues
- Maintain high customer satisfaction
- Answer Helpdesk phones as required
- Provide timely onsite service and support for over 25 remote locations
- Must be able to lift forty pounds
- Conduct physical inventories using bar code equipment and spreadsheets
- Physically able to use a pallet jack to move equipment and shrink wrap to secure equipment
- Must possess a valid California driver's license and maybe required to drive to remote locations throughout Orange County. Must speak and read English proficiently

Specific Project Preferred Skills:

- Minimum 2 years of experience with MS Windows 7 and Windows XP and Office 2010
- A+ certification (highly desirable)
- Minimum 3 year experience with Unicenter (CA Service Desk) ticket tracking system
- Minimum 3 year experience with the CalWIN image and application
- Minimum 5 year experience with SMS or Ghost imaging
- Minimum 2 years experience with Windows Deployment Server (WDS)
- Must have experience with ERMI, Advantage Desktop, CAMS, APS Oracle and MSSP Case Management and Alchemy
- Minimum 5 year experience working in large environment over 2,500 users
- Minimum 1 year experience setting up production scanners and installing VRS and Hyland OnBase client.
- Minimum 1 year experience TMS, Genesys and ccPulse applications
- Minimum 1 year experience Dameware Remote application

III. INFORMATION TECHNOLOGIST II (PRINTER SERVER ADMINISTRATOR, PROJECT MANAGEMENT)

10 year experience in IT field performing personal computer setup, installation, and/or post installation support duties. Duties include but are not limited to the un-boxing and setup of all hardware, installation of software, pc configuration to include network interface card and cables, delivery to and setup of equipment at the customer site, complete system and network integration testing, customer orientation to the system, diagnosis of hardware and software malfunctions, and problem resolution. IT advocate at meetings, capable of speaking on behalf of IT department. Hands on experience building and administrating print servers. Project management experience – hands on scheduling, managing and performing the work.

Preferred skills:

- Diagnose hardware/software/driver malfunctions and conflicts through problem resolution
- Perform computer setup, configuration, installation and support duties
- Provide training, support and instruction in all version of Office plus other desktop applications
- Relocate equipment as required

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- Utilize remote Desktop Management solutions to resolve desktop problems
- Imaging PCs and Laptops using RIS (MSI package), Ghost or SMS
- Deploy computers using MS WDS
- Install, configure and resolve issues related peripherals, such as scanners, projectors, Blackberries, digital cameras, printers, card readers, encrypted USB drives
- Provide 1st, 2nd and 3rd level support to user requests and other technical personnel
- Diagnose and replace defective electronic components
- Install and configure hardware upgrades, hard drive, memory, video/sound card, CD/DVD writers
- Install, configure and resolve issues related to Off-the-shelf software
- Install, configure and resolve issues related to supported applications
- Migrate user profiles and data between PCs
- Install, configure and resolve issues related to desktop encryption
- Perform analysis and final resolutions to completed work requests
- Monitor, process and update Unicenter trouble tickets
- Install, configure and resolve issues related to network/local B&W/color printers
- Install, glue, apply anti-theft apparatus
- Wireless and broadband experience – setting up and troubleshooting routers and access points
- Troubleshoot user VPN problems
- Troubleshoot network connectivity
- Vendor Liaison experience. Works with vendors to fix hardware problems.
- RMA processing and tracking of broken hardware.
- Team Lead over various IT projects. Must have direct lead experience over other IT personnel.
- Perform software maintenance on computers, which includes managing remote defragmentation, adware/spyware blocking and other performance measures.
- Complete system and network integration testing
- Monitor and resolve PC patching issues
- Maintain high customer satisfaction
- Answer Helpdesk phones as required
- SQL server setup, queries and troubleshooting
- Provide timely onsite service and support for over 25 remote locations
- Must be able to lift forty pounds
- Setup and configuration of document imaging workstation and scanners
- Conduct physical inventories using bar code equipment and spreadsheets
- Physically able to use a pallet jack to move equipment and shrink wrap to secure equipment
- Must possess a valid California driver's license and maybe required to drive to remote locations throughout Orange County. Must speak and read English proficiently

Specific Project Preferred Skills:

- Minimum 2 years of experience with MS Windows 7 and Windows XP and Office 2010
- A+ certification (highly desirable)
- Minimum 5 year Printer Server Administrator - Remote port administration, print queue performance monitoring, driver administration
- Minimum 2 year experience with Unicenter (CA Service Desk) ticket tracking system
- Minimum 2 year experience with the CalWIN image and application
- Minimum 2 year experience with SMS or Ghost imaging or Windows Deployment Server
- Must have experience with ERMI, Advantage Desktop, CAMS, APS Oracle and MSSP Case Management and Alchemy
- Report writing and query experience using SQL or Crystal Reports
- Minimum 2 year experience working in large environment over 2,500 users

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- P management experience hands on scheduling, managing and performing the work
- Minimum 2 year experience Windows Server 2008
- Knowledge of 2012 Windows Server
- Minimum 1 year experience Dameware Remote

IV. SENIOR INFORMATION TECHNOLOGIST (SAAS, WIRELESS, WEB GATEWAY, SERVER ADMINISTRATOR)

Build, administrate, monitor and maintain 25+ servers. Write VB script to distribute files. Manage and administrate Internet monitoring server and application. Manage and administrate SAAS servers. Manage and administrate distributed file servers . Troubleshoot network and PC issues. Build and maintain enterprise computer image.

Preferred skills:

- Server build and administration
- Exchange administration and migration
- DATA Forensic searches on HDD and Email
- CISCO Routers and Switches experience
- Administrate Local and Domain access to servers
- Security structures, desktop support, and server back-ups
- Citrix Metaframe connectivity
- Installation and configuration of PCs and print servers including internal/external HP JetDirects
- Wireless and broadband support
- Administrate Internet monitoring application (Surf Control, Barracuda)
- PC security applications (Deep Freeze)

Specific Project Preferred Skills:

- SAAS experience 5 years (non-senior position would only need 2 years)
- Dameware remote control 5 years
- Windows Deployment Server (WDS) administrator
- MSCE required 10 years
- VBA Scripting 5 years
- Minimum 5 years of experience with MS Windows 2000, XP and Windows 7
- XP 5 yrs.
- MS Office Suite 10 yrs.
- HP Laserjet repair 5 yrs.
- E-Mail Migration 5 yrs.
- File Server Exchange Administration 5 yrs.,
- MS Mail Administration 1 yrs
- TCP/IP Security Structures 5 yrs.,
- Minimum 2 year experience with Unicenter ticket tracking system
- Minimum 4 year experience MS Server 2008 Administrator
- Knowledge of MS Server 2012 Administration
- Minimum 2 year experience CalWIN application
- Minimum 2 year experience MacAfee Web Gateway Administration

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V. INFORMATION TECHNOLOGIST II (IMAGE CREATION, CHANGE CONTROL, WIRELESS, VIDEO EDITING, PROJECT MANAGEMENT)

Build computer images, support them and update them using change control management. Build and support wireless systems, WiFi plus Sprint and Verizon networks. Administrate and support broadband technology to user community. Troubleshoot problems that arise on desktop computers as they pertain to Agency applications such as CalWIN, MEDS, CAMS, SCCM, Lumension, OnBase Imaging, VRS, Quicken, Microsoft Office and Citrix. Perform videography and video editing of Agency interviews and presentations. Develop and support RFID and bar code usage and technology for various applications within the Agency. Backup administration for Internet monitoring application, Help Desk CA Unicenter trouble ticket application, Computrace computer tracking application.

Preferred skills for candidate:

- Server build and administration
- Image build, support and update using change control management
- Administrator experience in CA Unicenter Help Desk application
- DATA Forensic searches on HDD and Email
- CISCO Routers and Switches experience
- Administrate Local and Domain access to servers
- Security structures, desktop support, and server back-ups
- Citrix Metaframe connectivity
- Juniper router and switch experience
- Installation and configuration of PCs and print servers including internal/external HP JetDirects
- Wireless and broadband support
- Administrate Internet monitoring application (Surf Control, Barracuda)
- PC security applications (Deep Freeze)
- Desktop and laptop computer tracking experience using Computrace
- Video editing and compression experience
- Provide 2nd and 3rd level support for other technical personnel

Specific Project Preferred Skills:

- Minimum 5 year experience of experience with MS Windows 2000, XP, Windows 7 and 8 and Office 2000, 2007, 2010 and 2013.
- Minimum 10 year experience MS Office Suite
- Minimum 10 year experience Networking HP Laser Repair
- Minimum 5 year experience File Server Administration
- Minimum 5 year experience TCP/IP Security Structures
- Minimum 5 year experience Computrace administration
- Minimum 5 year experience Unicenter administrator
- Minimum 5 year experience Video editing
- Minimum 5 year experience wireless and broadband support
- Minimum 5 year experience RFID and barcode system implementation
- Minimum 2 year experience Microsoft Windows Deployment Server (WDS)
- HP and hardware Driver expert
- Knowledge of Windows 8 Deployment
- Minimum 3 year experience with the CalWIN image and application
- Minimum 1 year experience TMS, Genesys and ccPulse applications
- Must have experience with ERMI, Advantage Desktop, CAMS, APS Oracle and MSSP Case Management and Alchemy

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VI. INFORMATION TECHNOLOGIST II (CA UNICENTER, SQL DBA ADMIN)

Administrate CA Unicenter. Perform system backups. Maintain server. Create ad-hoc reports. Import data from external tables. Monitor uptime availability of CA Unicenter server. Analyze and debug system errors. Add, delete and update user profiles and equipment tables. Run SQL queries to generate management reports.

Preferred skills:

- 5 years of experience in Installation and Configuration Windows, Linux, Solaris O.S.
- 5 years of experience Expertise in Networking: Routing, Switching, Filtering, Security, Load balancer
- 5 years of experience installing and configuring Database including SQL Server, Oracle, Informix
- 5 years of experience of AD, GPO, Exchange Server, Mail Server, IIS Server, Citrix, Netbackup
- 5 years experienced in virtualization including Vmware ESX/ESXi and Vsphere
- 5 years experience in installing and configuring HP Rack, Blade Server, Patch Panel, Fiber Channel Switch and networking
- 5 years of experience in Array Storage Virtualization, Disk Group, Fiber Channel Technology, SAN, NAS
- Operating Systems: Windows Server 2003/2008, UNIX, Linux, Solaris (8,9,10 , +zones)
- 2 years experience in the following network disciplines: Routing, Switching, Filtering, Route, Cisco Switch, Netstat, Xinetd, LAN, WAN, IP/MPLS, VPN, BGP, Security, SSH, SSL, IPchains, IPTablesport, Firewall, GPO, LDAP, TCP/IP, Telnet, FTP, DNS, DHCP, NIS, ARP, NAT, IPSec, PKI, NFS, CIFS, NFS, San virtualization servers platform
- Utilities: Monitoring systems including Antivirus, NetBackup, VMWare
- 5 years of experience in Database: SQL Server, Oracle, Mysql, Sybase, Informix, MS Access, Btrieve
- 5 years of experience in the following languages: Script languages (bash, sh, ksh, perl, python), XML, and SQL
- SQL DBA Analyst with extensive experience in Microsoft SQL Server 2005, Microsoft SQL Server 2008 and Windows Server 2003 domain environments
- SQL Server Reporting Services (SSRS)
- SQL Server Integration Services (SSIS).
- Must possess a valid California driver's license and maybe required to drive to remote locations throughout Orange County. Must speak and read English proficiently

Specific Project Preferred Skills:

- Minimum 2 years of experience with MS Windows 2000 and XP and Office 2000 and XP
- A+ certification (highly desirable)
- Minimum 1 year experience with Unicenter ticket tracking system
- 5 years of experience installing and configuring Database including SQL Server, Oracle, Informix
- 5 years of experience in Installation and Configuration Windows
- 5 years of experience Windows Server 2003/2008
- Experience VMWare, Netbackup
- 5 years of experience Microsoft SQL 2005
- 4 years of experience Microsoft SQL 2008

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VII. IT SYSTEMS ENGINEER II - CWS/CMS

Full time Children and Family Services (CFS) Systems Engineer II in support of the Child Welfare Services/Case Management System (CWS/CMS) project.

Assists the lead Analyst on support of the CWS/CMS system designed to meet new statewide mandates. The support tasks for the CWS/CMS application include updates to operating system baselines, and implementing security on laptops distributed to CFS staff. The planning, coordination, implementation and maintenance of system changes in the Children and Family Services network environment are necessary to ensure the adequate performance of critical State-mandated systems. The candidate will have excellent planning skills, and vast working knowledge of Windows 2008/2012 server configuration and deployment in support of CWS/CMS printing functions, file servers in support of CWS/CMS user PC moves, and Ghostcast/Windows Deployment Services server deployment and maintenance. The candidate will have vast working knowledge of VPN and remote networking technologies. The candidate will work with primary support analysts in the maintenance of domain accounts, group policy and folder permissions. The candidate will be responsible for minor troubleshooting and support of the Live Scan fingerprint system. The candidate will be responsible for Call Parrot call center support and provide backup technical assistance to the primary analyst responsible for the Mobile Response Vehicle (MRV) in support of the Agency's Disaster Readiness Plan.

The requirements for this position include basic knowledge and experience in PC support, including imaging PCs using Ghostcast/Windows Deployment Services, securing PCs and laptops (using group policy, file encryption, endpoint protection clients and desktop patching), analyzing basic network connectivity issues, and a working knowledge of Windows 2008/2012 Active Directory requirements (Domain Controllers, DNS, DHCP, Windows 2008/2012 servers, etc.) The position requires an understanding of client-server systems, strong trouble-shooting skills and ability to establish strong, professional working relationships with all levels of staff.

Preferred Skills:

The CFS Systems Analyst candidate will work with the lead Support Analyst and other IT Operations staff on a project designed to support CFS's production applications and operations. It is preferable that they have a strong working knowledge of Local Area, Wide Area, client-server and Windows 2008/2012 networking concepts.

The qualified candidate will need to provide desktop and applications support and troubleshooting in a large (1500+), multi-site (20+) Windows 2008/2012 environment. Prefer advanced knowledge of Windows 2008/2012 Active Directory (group policy, DNS and DHCP), Windows XP, Windows 7 and Windows 8 PC operating systems, as well as Cisco networking equipment (switches and routers) in a CWS/CMS environment. MCSE, CCNA and A+ certifications preferred.

Preferred Experience:

The qualified candidate will have proven experience resolving desktop client-server software and Web application issues in a complex, distributed Windows 2008/2012 environment. Will have working knowledge of networks (Cisco routers and switches), and network support issues. The candidate will have extensive experience resolving desktop application problems and related network issues. The candidate will have vast experience working collaboratively with all levels of technical support staff.

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ATTACHMENT B

CLASSIFICATION RATE SCHEDULE

No. of Staff	Fixed Hourly Rate	Est. Hours Required	Overtime Hourly Rate	Est. Overtime Hours
I. IT Information Technologist I				
1	\$34.80	1984	\$52.20	80
II. IT Information Technologist II (Vendor Liaison)				
3	\$52.20	5952	\$78.30	240
III. IT Information Technologist II (Printer Server)				
1	\$52.20	1984	\$78.30	80
IV. Senior Information Technologist				
1	\$72.00	1984	\$108.00	80
V. IT Information Technologist II (Image Creation)				
1	\$52.20	1984	\$78.30	80
VI. IT Information Technologist II (CA Unicenter)				
1	\$52.20	1984	\$78.30	80
VII. IT Systems Engineer II (CWS/CMS)				
1	\$58.30	1984	\$87.45	80