



GENERAL SERVICES ADMINISTRATION  
Federal Acquisition Service  
Authorized Federal Supply Schedule Price List

**Schedule for 00CORP Professional Services Schedule (PSS)  
Federal Supply Group: 00CORP**

**Contract Number: GS-00F-269DA**

**Contract Period: September 2, 2016 through September 1, 2021**

For more information on ordering from Federal Supply Schedules  
click on the FSS Schedules button at <http://www.gsa.gov/schedules-ordering>

**HighPoint Global, LLC**

300 North Meridian Street, Suite 190

Indianapolis, IN 46204

Phone: (317) 576-4500

Fax: (317) 576-4560

[www.highpointglobal.com](http://www.highpointglobal.com)

Point of Contact: Chad Pryor

Phone: (317) 576-4481

Email: [Chad.Pryor@highpointglobal.com](mailto:Chad.Pryor@highpointglobal.com)

Business Size: Large Business

In accordance with 13 C.F.R. 121.404, the Contractor is ineligible to participate in any RFQ that is set aside for small business where the subject contract's awarded size status for the preponderance NAICS designated in the RFQ is "other than small".

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!**<sup>™</sup>, a menu-driven database system. The INTERNET address for **GSA Advantage!**<sup>™</sup> is: <http://www.GSAAdvantage.gov>.



## Table of Contents

**Customer Information..... 3**

**GSA Awarded Labor Categories and Pricing for Year One ..... 5**

**Five-Year Base Contract Period GSA Pricing..... 7**

**Service Contract Act (SCA)..... 8**

**Awarded Labor Category Descriptions..... 8**

## Customer Information

### 1a. Table of Awarded Special Item Numbers:

SINs	Recovery SINs	SIN Descriptions
874-1	874-1RC	Integrated Consulting Services
C132-51	C132-51RC	Information Technology Professional 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. Please refer to pricing, which begins on Page 5. Lowest priced labor category is Report Specialist; year one pricing is \$92.05 (inclusive of IFF).**

**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. Labor Category Descriptions begin on Page 8.**

**2. Maximum Order:** \$1,000,000.00

**3. Minimum Order:** \$100.00

**4. Geographic Coverage (Delivery Area):** The 50 US States, Washington, DC and Puerto Rico

**5. Point of production (city, county, and state or foreign country):** Same as Contractor Address

**6. Discount from list prices or statement of net price:** Government net prices (discounts already deducted) begin on Page 4.

**7. Quantity discounts:** None

**8. Prompt payment terms:** 1% off each invoice paid within 15 days, otherwise, net 30 days.

**9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold:**  
Yes

**9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Will accept for task orders valued over \$3,500.

**10. Foreign items:** None

**11a. Time of Delivery (Contractor insert number of days):** Specified on the Task Order

- 11b. Expedited Delivery.** The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
- 11c. Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
- 11d. Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor
- 12. F.O.B Points:** Destination
- 13a. Ordering Address:** Same as Contractor Address
- 13b. Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
- 14. Payment address:** Same as Contractor Address
- 15. Warranty provision:** N/A
- 16. Export Packing Charges:** N/A
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
- 18. Terms and conditions of rental, maintenance, and repair:** N/A
- 19. Terms and conditions of installation:** N/A
- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:** 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. 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. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).**

**25. Data Universal Numbering System (DUNS) number: 808352202**

**26. Notification regarding registration in the System for Award Management (SAM) database:**  
Registered with CAGE Code 4XAF0.

**27. Final Pricing:** The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

## GSA Awarded Labor Categories and Pricing for Year One

Awarded SINs	Labor Category	Minimum Education	Minimum Years of Experience	Contractor or Customer Facility or Both	Domestic or Overseas	Unit of Issue (e.g. Hour, Task, Sq Ft)	GSA Price (including IFF)
C132-51	508 Tester	Bachelors	5	Both	Domestic Only	Hour	\$ 95.89
874-1	Editor	Bachelors	1	Both	Domestic Only	Hour	\$ 95.50
C132-51	Media Developer	Bachelors	3	Both	Domestic Only	Hour	\$ 95.04
C132-51	Learning Management Systems Administrator	Associates	3	Both	Domestic Only	Hour	\$ 93.17
C132-51	Systems Manager II	Bachelors	10	Both	Domestic Only	Hour	\$ 157.75
C132-51	Systems Manager I	Bachelors	8	Both	Domestic Only	Hour	\$ 154.81
C132-51	Technology Specialist	Bachelors	5	Both	Domestic Only	Hour	\$ 130.05
C132-51	Senior Tester	Bachelors	5	Both	Domestic Only	Hour	\$ 139.44
C132-51	Tester	Associates	5	Both	Domestic Only	Hour	\$ 101.86
C132-51	HTML Developer	Bachelors	5	Both	Domestic Only	Hour	\$ 117.26
C132-51	Support Administrator	Bachelors	1	Both	Domestic Only	Hour	\$ 96.68
874-1	Director - Business Processes	Bachelors	10	Both	Domestic Only	Hour	\$ 162.74

874-1	Team Lead - Business Processes	Bachelors	5	Both	Domestic Only	Hour	\$ 134.21
874-1	Director - Quality Assurance	Bachelors	8	Both	Domestic Only	Hour	\$ 208.79
874-1	Team Lead - Quality Assurance	Bachelors	5	Both	Domestic Only	Hour	\$ 138.54
874-1	Manager - Quality Assurance	Bachelors	3	Both	Domestic Only	Hour	\$ 144.75
874-1	Quality Analyst	Associates	1	Both	Domestic Only	Hour	\$ 101.64
874-1 & C132-51	Report Specialist	Bachelors	5	Both	Domestic Only	Hour	\$ 92.05
874-1 & C132-51	Subject Matter Expert II	Bachelors	4	Both	Domestic Only	Hour	\$ 121.05
874-1 & C132-51	Subject Matter Expert I	Bachelors	2	Both	Domestic Only	Hour	\$ 121.23
874-1 & C132-51	Program Director	Bachelors	10	Both	Domestic Only	Hour	\$ 217.87
874-1 & C132-51	Senior Product Delivery Manager	Bachelors	8	Both	Domestic Only	Hour	\$ 179.38
874-1 & C132-51	Senior Project Manager	Bachelors	7	Both	Domestic Only	Hour	\$ 154.35
874-1 & C132-51	Deputy Program Manager	Bachelors	5	Both	Domestic Only	Hour	\$ 155.52
874-1 & C132-51	Project Manager II	Bachelors	5	Both	Domestic Only	Hour	\$ 137.47
874-1 & C132-51	Team Lead	Bachelors	5	Both	Domestic Only	Hour	\$ 122.03
874-1 & C132-51	Project Manager I	Bachelors	2	Both	Domestic Only	Hour	\$ 118.95
874-1 & C132-51	Project Administrator	Bachelors	1	Both	Domestic Only	Hour	\$ 95.13
874-1 & C132-51	Resource Allocation Coordinator	Bachelors	1	Both	Domestic Only	Hour	\$ 106.17
C132-51	Director, Operations & User Support	Bachelors	8	Both	Domestic Only	Hour	\$ 204.71
874-1	Deputy Director - Business Insights	Bachelors	8	Both	Domestic Only	Hour	\$ 176.37
C132-51	Support Services Manager	Bachelors	1	Both	Domestic Only	Hour	\$ 132.06
874-1 & C132-51	Relationship Manager	Bachelors	10	Both	Domestic Only	Hour	\$ 142.44

874-1	Business Analyst I	Bachelors	5	Both	Domestic Only	Hour	\$ 152.41
-------	--------------------	-----------	---	------	---------------	------	-----------

### Five-Year Base Contract Period GSA Pricing

Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
508 Tester	\$ 95.89	\$ 97.81	\$ 99.76	\$ 101.76	\$ 103.79
Editor	\$ 95.50	\$ 97.41	\$ 99.35	\$ 101.34	\$ 103.37
Media Developer	\$ 95.04	\$ 96.94	\$ 98.88	\$ 100.86	\$ 102.88
Learning Management Systems Administrator	\$ 93.17	\$ 95.03	\$ 96.93	\$ 98.87	\$ 100.85
Systems Manager II	\$ 157.75	\$ 157.75	\$ 160.91	\$ 164.12	\$ 167.41
Systems Manager I	\$ 154.81	\$ 154.81	\$ 157.91	\$ 161.06	\$ 164.29
Technology Specialist	\$ 130.05	\$ 132.65	\$ 135.30	\$ 138.01	\$ 140.77
Senior Tester	\$ 139.44	\$ 139.44	\$ 142.23	\$ 145.07	\$ 147.97
Tester	\$ 101.86	\$ 103.90	\$ 105.98	\$ 108.10	\$ 110.26
HTML Developer	\$ 117.26	\$ 119.60	\$ 122.00	\$ 124.44	\$ 126.93
Support Administrator	\$ 96.68	\$ 98.61	\$ 100.58	\$ 102.59	\$ 104.64
Director - Business Processes	\$ 162.74	\$ 166.00	\$ 169.32	\$ 172.70	\$ 176.16
Team Lead - Business Processes	\$ 134.21	\$ 136.89	\$ 139.63	\$ 142.42	\$ 145.27
Director - Quality Assurance	\$ 208.79	\$ 212.96	\$ 217.22	\$ 221.57	\$ 226.00
Team Lead - Quality Assurance	\$ 138.54	\$ 141.31	\$ 144.14	\$ 147.02	\$ 149.96
Manager - Quality Assurance	\$ 144.75	\$ 144.75	\$ 147.65	\$ 150.60	\$ 153.61
Quality Analyst	\$ 101.64	\$ 101.64	\$ 103.68	\$ 105.75	\$ 107.86
Report Specialist	\$ 92.05	\$ 93.89	\$ 95.77	\$ 97.68	\$ 99.64
Subject Matter Expert II	\$ 121.05	\$ 123.47	\$ 125.94	\$ 128.46	\$ 131.03
Subject Matter Expert I	\$ 121.23	\$ 123.65	\$ 126.13	\$ 128.65	\$ 131.22
Program Director	\$ 217.87	\$ 217.87	\$ 222.23	\$ 226.68	\$ 231.21
Senior Product Delivery Manager	\$ 179.38	\$ 182.96	\$ 186.62	\$ 190.35	\$ 194.16
Senior Project Manager	\$ 154.35	\$ 157.43	\$ 160.58	\$ 163.79	\$ 167.07
Deputy Program Manager	\$ 155.52	\$ 158.63	\$ 161.80	\$ 165.04	\$ 168.34
Project Manager II	\$ 137.47	\$ 140.22	\$ 143.02	\$ 145.89	\$ 148.80
Team Lead	\$ 122.03	\$ 124.47	\$ 126.96	\$ 129.49	\$ 132.08
Project Manager I	\$ 118.95	\$ 121.33	\$ 123.76	\$ 126.23	\$ 128.76
Project Administrator	\$ 95.13	\$ 97.04	\$ 98.98	\$ 100.96	\$ 102.98
Resource Allocation Coordinator	\$ 106.17	\$ 108.29	\$ 110.46	\$ 112.66	\$ 114.92
Director, Operations & User Support	\$ 204.71	\$ 208.80	\$ 212.98	\$ 217.23	\$ 221.58
Deputy Director - Business Insights	\$ 176.37	\$ 179.90	\$ 183.50	\$ 187.17	\$ 190.91
Support Services Manager	\$ 132.06	\$ 132.06	\$ 134.70	\$ 137.40	\$ 140.14

Relationship Manager	\$ 142.44	\$ 145.29	\$ 148.19	\$ 151.16	\$ 154.18
Business Analyst I	\$ 152.41	\$ 152.41	\$ 155.46	\$ 158.57	\$ 161.74

### Service Contract Act (SCA)

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire 00CORP – PSS Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the Contractor adds SCA labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number.

### Awarded Labor Category Descriptions

Labor Category	Minimum Years of Experience	Minimum Educational Level	Functional Responsibility
508 Tester	5 years	Bachelor's Degree	Responsible for compliance with the Section 508 amendment to the Rehabilitation Act of 1973. Completes reporting materials and other necessary documentation as required including test logs and VPATs. Ability to explain concepts specific to the area of information technology to an audience lacking familiarity with such concepts.
Editor	1 year	Bachelor's Degree	Edits all client deliverables for grammar, consistent style and voice, readability and organization within the required deadlines. Acts as a subject matter expert for written correspondence, exercising discretion and independent judgment on content.
Media Developer	3 years	Bachelor's Degree	Designs, develops and maintains the templates and layouts for all deliverables. Partners with other teams (like 508 Team) to elicit and define the requirements for products. Designs and creates multimedia templates for eLearning using varying output mediums (e.g., HTML/CSS, Captivate, MS Word).
Learning Management Systems Administrator	3 years	Associate's Degree	Configures curriculum, learning plans, profiles, test groups, assessments, knowledge checks and surveys. Deploys Shared Content Object Reference Model (SCORM) and non-SCORM items. Troubleshoots, documents and properly escalates issues. Creates and executes test scenarios related to updates, patches and maintenance cycles.



Systems Manager II	10 years	Bachelor's Degree	Responsible for management of the overall support service function for internal and external end-users of software and hardware and direct management of the Support Administrator/Administrator team. Provides direct supervision to the Support Administrator/ Administrator team, providing technical support for projects and products.
Systems Manager I	8 Years	Bachelor's Degree	Responsible for software installation and configuration. Responsible for database installation and configuration. Responsible for the installation and maintenance of all audio and desktop interfaces with network components.
Technology Specialist	5 years	Bachelor's Degree	Administers, implements and supports the software, processes and systems needed to deliver client products and materials. Creates and maintains partnerships with key teams, departments and organizations to ensure operations run efficiently as they relate to system integration, credentialing, workflow/process, software, tools and equipment. Aids in the development and maintenance of standard images for all computers. Works to create standards for backup of contract information/data through the use of network drives, systems and/or procedures. Maintains testing images, VMs and/or machines.
Senior Tester	5 years	Bachelor's Degree	Assists the Testing Team in defining test strategies, creating test plans and overseeing the implementation and execution of test plans. Collaborates with the Testing Team to identify testing resources, determine work capacity of testing resources, set test schedules and milestones, and organize support for testing workflows. Executes test plans on software applications and learning systems and document results in comparison to expected results.
Tester	5 years	Associate's Degree	Responsible for testing and evaluating the software applications and learning systems. Creates and maintains test cases. Performs manual/automated system testing and prepare test evidence. Tests the implementation of system change requests, including fixes and enhancements. Documents, prioritizes and communicates defects to the development team. Designs and maintains system test cases and test suites. Performs quality and coverage analysis on use cases.
HTML Developer	5 years	Bachelor's Degree	Performs HTML coding, updates and conversions of MS Word documents for content scripting utilizing file comparison tools to ensure accurate updates to coding and impacted MS Word documents.
Support Administrator	1 year	Bachelor's Degree	Provides system support services to contractors and subcontractors. Provides technical support for related projects and products, including but not limited to, providing system access and permissions and resetting passwords. Assists in the creation and maintenance of Support team processes and procedures.

Director - Business Processes	10 years	Bachelor's Degree	Responsible for the creation and delivery of business processes and workflows. Provides strategic direction and support to ensure effective communication and process alignment for all workflows. Responsible for managing the relationships with customers and vendors/partners.
Team Lead - Business Processes	2 years	Bachelor's Degree	Responsible for oversight of the departmental team processes and procedures. The Team Lead will serve as a resource for information and guidance based on the work of the departmental team. Acts as initial point of escalation on process questions within the team. Drives the creation of team processes, procedures and systems to ensure the highest levels of quality, consistency, compliance and customer satisfaction. Seeks and recommends opportunities for process improvements and efficiencies.
Director - Quality Assurance	8 years	Bachelor's Degree	Responsible for creating and leading an enterprise team to execute the overall Independent Quality Assurance (IQA) and Business Insights Program. Responsible for managing Enterprise Business Insights Data Analysis and Reporting. Develops strategies to create, measure, track and deploy IQA and Business Insights operational methods to support current and future business needs. Identifies critical workflow issues, prioritizes issues and workflow, and negotiates timelines and scope of work with partners and HPG teams.
Team Lead - Quality Assurance	5 years	Bachelor's Degree	Responsible for oversight of the departmental team processes and procedures. The Team Lead serves as a resource for information and guidance based on the work of the departmental team. Acts as an initial point of escalation on process questions within the team. Drives the creation of team processes, procedures and systems to ensure the highest levels of quality, consistency, compliance and customer satisfaction. Seeks and recommends opportunities for process improvements and efficiencies.
Manager - Quality Assurance	3 years	Bachelor's Degree	Responsible for management of the overall QA productivity, audits the auditors and directs the members of these teams to ensure that contract terms are met. Manages IQA production to meet and/or exceed the standard statement of work targets for independent quality evaluations.
Quality Analyst	1 years	Associate's Degree	The Quality Analyst is focused on developing and implementing a long-term quality strategy. Designs and implements reporting processes in compliance with client requirements, tracking quality improvements, identifying trends and addressing data quality gaps, designing data store in collaboration with cross-organizational stakeholders, identifying and prioritizing data and reporting prioritization efforts. Manages recurring and ad hoc reporting processes from design, data collection, analysis and reporting. Communicates reporting and analysis results to leadership.
Report Specialist	5 years	Bachelor's Degree	Creates and revises products and reference materials based on end-user feedback and regulatory requirements.

			Monitors terminology changes for impact on existing products and making the appropriate product revisions based on such changes.
Subject Matter Expert II	4 years	Bachelor's Degree	Serves as a mentor to other members of the subject matter expert team and assists new hires with onboarding plans, development tasks and shadowing, as needed. Serves as a subject matter expert team advisor to the leadership team.
Subject Matter Expert I	2 years	Bachelor's Degree	Researches, reviews, revises, and validates materials and documentation to ensure compliance with policies, procedures and related procedures and technologies. Maintains knowledge and subject matter expertise through continuous review of policies, procedures, and publications. Reviews and analyzes information obtained from multiple governmental, legislative and regulatory sources for impact on products.
Program Director	10 years	Bachelor's Degree	Responsible for planning and ensuring timelines are maintained and deadlines are met. This is achieved by having organizational accountability for ensuring day-to-day oversight of program effectiveness within business departments. Provides strategic direction through the execution of program management best practices for overall program success. Leads and directs the activities of Department Directors to ensure the appropriate management of staff including: hiring/termination, work assignments, performance appraisals and professional development. Manages the daily operations, responds to critical situations, implements effective and meaningful network performance metrics and ensures company remains in compliance with the objectives set forth in the Performance Work Statement (PWS).
Senior Product Delivery Manager	8 years	Bachelor's Degree	Responsible for the communication and coordination of activities between all teams, external and internal clients, and contract stakeholders pertaining to team products and product delivery to end-users. Responsible for the creation, maintenance and implementation of departmental Standard Operating Procedures, process manuals, and Job Aids.
Senior Project Manager	7 years	Bachelor's Degree	Manages projects from requirements development through implementation by working with internal teams and clients to complete deliverables within time, scope, budget and client expectations. Develops and directs business and technical project teams through all phases and activities of the project life-cycle process. Manages and communicates a clear vision of the project objectives and motivates the cross-functional project team to achieve them. Determines project goals and priorities with management and/or project sponsors. Creates all project planning documentation and follows all defined processes.

Deputy Program Manager	5 years	Bachelor's Degree	Oversees and develops work statements, scope/priority definitions and the creation of budgets and schedules for large complex programs. Develops documents with appropriate standards and client requirements and needs. Performs ongoing review of program status and identifies risks. Documents program progress including implementation, timelines, issues, risks and successes to maintain program course. Assesses results and implements risk mitigation solutions as appropriate. Interfaces with team members, stakeholders and management to anticipate and manage changes to projects, such as but not limited to, technical requirements, business requirements and schedule. Determines when additional resources are needed and implements the same. Identifies and gathers information regarding possible solutions that may create additional, different or unique project objectives or results.
Project Manager II	5 years	Bachelor's Degree	Directly manages members of the PMO Team staff, conducts performance evaluations for direct reports and supports the professional development of team members, including on-going professional development. Allocates staff and resources to projects or programs to ensure that the requirements from leadership stakeholders are achieved.
Team Lead	5 years	Bachelor's Degree	Responsible for oversight of the departmental team processes and procedures. The Team Lead serves as a resource for information and guidance based on the work of the departmental team. Acts as an initial point of escalation on process questions within the team. Drives the creation of team processes, procedures and systems to ensure the highest levels of quality, consistency, compliance and customer satisfaction. Seeks and recommends opportunities for process improvements and efficiencies.
Project Manager I	2 years	Bachelor's Degree	Manages and maintains project plans including monitoring incoming project requests, deliverables/milestones/deadlines, client feedback and all communications for impact on deliverables. Ensures project workflows are being completed to meet project needs in a timely manner and within budget. Monitors and assesses project resources, relinquish resources or request additional resources as needed. Maintains documentation associated with each project. Mitigates the risks associated with successful project plan completion. Determines project goals and priorities with management and/or project sponsors.

Project Administrator	1 year	Bachelor's Degree	Assists PMO, and other teams with preparation and modification of project plan documents including correspondence, reports, drafts, memos and emails. Evaluates, selects and applies standard management administrative techniques, procedures and criteria to assist the functional groups with all aspects of projects and/or operational goals. Conducts audits of operational workflows to ensure every step within defined processes is complete. Monitors and schedules resources assigned per initiative or work request, following the work request workflow and recommends the reallocation of resources accordingly. Creates and manages impact analysis.
Resource Allocation Coordinator	1 year	Bachelor's Degree	Monitors and schedules the resources assigned per project, following the project workflow. Monitors workflows and deadlines and recommends the reallocation of resources accordingly. Develops systems and tools for the purposes of tracking workflows across teams, centralizing the storage of data, and estimating work effort, time per task and capacity.
Director - Operations & User Support	8 years	Bachelor's Degree	Directly manages Operations Team to conduct performance evaluations for direct reports and supports the professional development of team members. Leads a team responsible for developing data collection methods, creating standard reporting templates, conducting relevant analysis for review with deliverable owners, performing quality assurance review and submitting SOW deliverables. Provides direct leadership to a team responsible for developing, creating and maintaining forms, roles and permissions and reporting. Provides direct/indirect supervision to the Support Administrator/Administrator team that provides technical support for projects and products.
Deputy Director - Business Insights	8 years	Bachelor's Degree	Provides reporting and analysis of Operational Processes, including customer satisfaction and industry trends across the enterprise. Leads the planning and execution of enterprise data projects that will support planning activities for business partners and channels.
Support Services Manager	1 year	Bachelor's Degree	Responsible for management of the overall support service function for internal and external end-users of related software and hardware and direct management of the Support Administrator/Administrator team. Manages system licensing and the resolution of reported issues. Manages the creation of Support Team processes and procedures.
Relationship Manager	10 years	Bachelor's Degree	Partners and collaborates with external and internal clients and contract stakeholders. Manages relationships with customers, vendors/partners as well as the subcontractor work groups that support the Content team by facilitating internal and external meetings, including initiating cross-functional collaboration between internal teams and external partners and clients.

Business Analyst I	5 years	Bachelor's Degree	Collects and analyzes data from multiple sources for the purpose of identifying functional errors and areas for process improvements in contact monitoring systems and its use. Supports quality assurance functions by monitoring end-user feedback and performance in the utilization of contact monitoring systems. Collaborates with clients and other teams in the setup and maintenance of call monitoring systems, including call recording/play back, scorecards, text/speech analytics and reporting functionality.
--------------------	---------	-------------------	--