

Temporary IT Services Contract – No. 84945

The following is the new contract for temporary IT Services. The rates and vendors are for the period, May 1, 2005 through April 30, 2006.

To use this contract, UMBC departments should follow the steps outlined below:

1. Determine the appropriate job classification required.
2. Contact the ***first firm*** listed under that classification. If the contractor is unable to fill you need within **one business day** from date and time of request, document that fact for the file for contract performance audit purposes, and go to the next contractor, and so forth, as necessary.
3. Make arrangements for the temporary to begin the work assignment covering details such as: where to report, hours to be worked, duration of the assignment, etc. Advise the contractor that a purchase order will be required **before** the temporary can start to work.
4. Submit your online requisition to Procurement immediately upon completion of step #3 above. Reference contract no. 84945 on your requisition. A purchase order will be issued to the contractor and then the temporary may begin working.
5. Remember that contractors must comply with contract pricing and charge no more than the hourly rate listed.

Contact Ina Caplan at x54558 for assistance if the attached job classifications do not meet your requirements. If this is the case, a separate procurement can be conducted for you.

AGENCY CONTACTS FOR TEMPORARY CLERICAL SERVICES

	<u>DESIGNATED</u>	<u>ALTERNATE</u>
Abacus Contract Staffing 610 Gusryan Street Baltimore, MD 21224 410-633-1900	Drew D'Avanzo ext. 274	Diane Miles ext. 234
Jones Networking Assoc. 16 S. Frederick Street 3 rd Floor Baltimore, MD 21202 410-649-0900	Marjory Jones	Teri Tobash
Goodwill Staffing Services 222 East Redwood Street Baltimore, MD 21202 410-837-1880	Debra Drescher	Ann Anthony
Swift Staffing 2 W. Rolling Crossroads Suite 102 Catonsville, MD 21228 410-788-7011	Michael Jamison	Dean Swift

IT COMPUTER OPERATOR ASSISTANT

JOB SUMMARY

Under direct supervision, receives training and assists in performing routine duties related to computer operations and/or production scheduling.

PRIMARY DUTIES

1. Assists in monitoring and controlling the console of a multi-user computer system. Observes computer and peripheral equipment and learns to detect error messages, faulty output, or machine stoppage.
2. Loads and unloads media and assists in performing routine media maintenance for computer operations.
3. Loads and unloads forms & printers. Adjusts forms for proper alignment. Post-processes forms & dispatches output to appropriate destination. Assists in monitoring output to ensure legibility of printouts & correctness of report format.
4. Assists in submitting and/or releasing production jobs following run instructions.
Learns to perform necessary system backups and restores.
6. Learns to use scheduling software.
7. Assists in verifying output, checks for completeness and accuracy.
8. Keeps equipment clean and assists in regularly performing routine maintenance functions.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or GED.

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Ability to learn to operate computer consoles, on-line terminals and peripheral equipment; to lift and transport computer supplies and equipment; to communicate effectively orally and in writing.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

CONDITIONS OF EMPLOYMENT

Candidates selected for employment may be subject to medical inquiries and/or medical examinations to determine ability to perform the job.

CALL CONTRACTORS IN THE SEQUENCE LISTED

<u>CONTRACTOR</u>	<u>TELEPHONE #</u>	<u>RATE</u>
JonesNetworking	410-649-0900	\$10.99
Goodwill Staffing	410-837-1880	\$11.63
Swift Staffing	410-788-7011	\$14.31

IT COMPUTER OPERATOR

JOB SUMMARY

Under direct supervision, performs routine duties in the operation of computers and peripheral equipment to process data.

PRIMARY DUTIES

1. Monitors/controls console of multi-user computer system. Observes equipment to detect error messages, faulty output or machine stoppage. Takes action to correct error or stoppage and continue operations. Notifies supervisor of problems.
2. Loads and unloads media and performs routine media maintenance for computer operations.
3. Loads and unloads forms and printers. Adjusts forms for proper alignment. Post-processes forms and dispatches output to appropriate destination. Assists in monitoring output to ensure legibility of printouts and correctness of report format.
4. Submits and/or releases production jobs following run instructions.
5. Performs necessary system backups and restores.
6. Posts and updates logs. Communicates activities, turnovers, downtime, problems and actions taken.
7. Ensures the operational readiness of computers and peripheral equipment. Keeps equipment clean and regularly performs routine maintenance functions.
8. Monitors physical environment for appropriate conditions (e.g. temperature, electrical, security).
9. Assists in monitoring an inventory of supplies and notifies supervisor when reorders are necessary.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or GED.

EXPERIENCE: One year in the operation of multi-user computers and peripheral equipment.

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Working knowledge of and skill in operating computer consoles, on-line terminals and peripheral equipment. Ability to lift and transport computer supplies and equipment; to recognize computer system error messages and take corrective action; to communicate effectively orally and in writing; to work under pressure.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

CONDITIONS OF EMPLOYMENT

Candidates selected for employment may be subject to medical inquiries and/or medical examinations to determine ability to perform the job.

CALL CONTRACTORS IN THE SEQUENCE LISTED

<u>CONTRACTOR</u>	<u>TELEPHONE #</u>	<u>RATE</u>
Goodwill Staffing	410-837-1880	\$12.01
JonesNetworking	410-649-0900	\$13.79
Swift Staffing	410-788-7011	\$16.95

IT DATA ENTRY OPERATOR

JOB SUMMARY

Under direct supervision, operates keyboard or other data entry device to record data onto various electronic storage media.

PRIMARY DUTIES

1. Enters alphabetic, numeric, or symbolic data from various source documents into computer, using an electronic keyboard or optical scanner.
2. Ensures accuracy of data by comparing it against source documents. Deletes incorrect data and re-enters corrections into the system.
3. Maintains records of work completed.
4. Prepares routine reports and disseminates these according to established procedures.
5. Responds to routine inquiries and resolves routine problems that are either data or machine related.
6. Performs related duties such as compiling, sorting and counting data to be entered.
7. Operates standard office equipment such as personal computer, data entry devices, word processors, microfilm readers, printers, and photocopiers.
8. Performs general clerical duties such as typing, filing, and answering phones.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or GED.

EXPERIENCE: One year in the operation of electronic keyboards or other data entry devices.

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Ability to operate a keyboard or other data entry device.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

CALL CONTRACTORS IN THE SEQUENCE LISTED

<u>CONTRACTOR</u>	<u>TELEPHONE #</u>	<u>RATE</u>
Swift Staffing	410-788-7011	\$14.31
JonesNetworking	410-649-0900	\$10.99
Abacus	410-633-1900 ext.274	\$11.05