



**CTI Resource Management Services, Incorporated**  
**Commerical Rate Structure**  
**01 January 2026 - 31 December 2026**

| <b>Labor Category Title</b> | <b>Description</b>   | <b>Education</b>   | <b>Hourly Rate<br/>(Company Site)</b> | <b>Hourly Rate<br/>(Customer Site)</b> |
|-----------------------------|--|--|---------------------------------------|--|
| Admin I                     | Provides administrative support including filing, answering telephone, electronic duplication, and general administrative duties. No Security Clearance  | HS   | \$53.31                               | \$45.40                                |
| Admin II                    | Provides administrative support including filing, answering telephone, electronic duplication, and general administrative duties. May require Security Clearance. May supervise other administrative personnel   | HS and 1 year of experience  | \$62.39                               | \$53.11                                |
| Admin III                   | Provides administrative support including filing, answering telephone, electronic duplication, and general administrative duties. May require Security Clearance. May supervise other administrative personnel   | HS and 2 years of experience   | \$75.24                               | \$64.06                                |
| Curriculum Specialist       | Designs training programs, including classroom lectures, online courses, and self-study sessions, directed at employees, organization members, or those who use the organization's products or services. Develops and updates course content and coordinates learning curriculum. Conducts assessment and analysis to identify new development needs and recommends training methods accordingly. Maintains in-depth and up-to-date knowledge of the related field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. | BA/BS + 4 years experience or AA + 8 years experience or 10 years experience | \$118.56                              | \$100.95                               |



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|--|---|---|----------|----------|
| Data Entry Clerk I                         | Operates a data entry device to input lists, records, or other data points into an electronic format. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.         | HS diploma or its equivalent with 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field.  | \$54.29  | \$46.21  |
| Data Entry Clerk II                        | Operates a data entry device to input lists, records, or other data points into an electronic format. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.                                | HS diploma or its equivalent with 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field.          | \$59.96  | \$51.06  |
| Data Entry Clerk III                       | Operates a data entry device to input lists, records, or other data points into an electronic format. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May direct and lead the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department. | HS diploma or its equivalent with at least 5 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures.             | \$70.52  | \$60.05  |
| Enterprise Applications Program Specialist | Leads a larger team of application specific process or utilization improvement personnel. Provides customers and team members advanced expertise regarding specific tools and capabilities of enterprise applications.  | HS and 6 years of direct work experience with the use of information technology to develop and/or integrate complex data. Familiar with leadership of teams to accomplish Enterprise goals. | \$123.74 | \$113.61 |



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|---|--|---|----------|----------|
| Enterprise Applications Project Manager           | Serves as the key contact with the customer. Prepares project plans, coordinates activities of project teams; manages resources; monitors project performance and budget. Specializes in managing overall Enterprise Application mission.              | Bachelors Degree and 8 years of engineering experience related to enterprise systems/computer systems or similar systems. Four years demonstrated ability to supervise, plan and lead technical/engineering teams in multiple, complex task assignments involving diverse engineering disciplines and includes written and oral communications commensurate with management role.   | \$163.10 | \$146.80 |
| Enterprise Applications Subject Matter Expert     | Provides customers and team members expert advise regarding specific tools and capabilities of enterprise applications. Develops improved operating procedures and direct input to Team Leads and Program managers regarding recommended improvements. | AA/AS or HS +2 years related experience in proprietary/off the shelf business operations application utilization in a team environment. At least one year of specialized experience using commercial or proprietary business operations systems. Demonstrated ability to work independently or under general direction. Demonstrated subject matter expertise in the specific application being supported.                          | \$87.57  | \$74.56  |
| Enterprise Applications Subject Matter Expert III | Provides customers and team members expert advise regarding specific tools and capabilities of enterprise applications. Develops improved operating procedures and direct input to Team Leads and Program managers regarding recommended improvements. | Technical Training or AA/AS or HS +8 years related experience in proprietary/off the shelf business operations application utilization in a team environment. At least three years of specialized experience using commercial or proprietary business operations systems. Demonstrated ability to work independently or under general direction. Demonstrated subject matter expertise in the specific application being supported. | \$129.36 | \$116.99 |



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| Enterprise Applications Team Member     | Works directly with users to provide insight into daily utilization of enterprise applications. Answers questions and resolves basic application issues. Reports recurring issues to Team Lead and Subject Matter Experts for further resolution.   | AA/AS or HS + specific application training. Demonstrates basic knowledge of proprietary/off the shelf business operations application utilization in a team environment. Demonstrated ability to work as a member of a team given specific direction for complex matters and general direction for routine matters  | \$68.35  | \$58.19  |
| Enterprise Applications Team Supervisor | Leads a micro-team of application specific process or utilization improvement personnel.  | AA/AS or HS + three years related experience. Experience in team administration and/or proprietary/off the shelf business operations application utilization in a team environment. At least two years of specialized experience using commercial or proprietary business operations systems. Demonstrated ability to work independently or under general direction. | \$134.38 | \$114.42 |
| Executive Assistant, Junior             | Assists an executive or an office of executives in administrative type functions in order to increase the time for the executive or office. May handle a variety of situations and conflicts involving the clerical and administrative function of the office. Prepares routine correspondence including letters, memoranda, and reports. | HS degree or its equivalent with at least 2 years of experience or 4 years experience in the field or in a related area.   | \$73.60  | \$63.59  |



# CTI Resource Management Services, Incorporated

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| Executive Assistant         | Relieves the executive of administrative type functions in order to increase the time an executive has available for executive level responsibilities. May handle a wide variety of situations and conflicts involving the clerical and administrative function of the office. Responsible for confidential and time sensitive material. Prepares routine and advanced correspondence including letters, memoranda, and reports. Relies on experience and judgment to plan and accomplish goals. May direct and lead the work of others. Reports to an executive or senior manager. A wide degree of creativity and latitude is expected.                               | AA degree or its equivalent with at least 4 years of experience or 7 years experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. | \$120.16 | \$102.32 |
| Executive Assistant, Senior | Relieves the executive of administrative type functions in order to increase the time an executive has available for executive level responsibilities. May handle a wide variety of situations and conflicts involving the clerical and administrative function of the office. Responsible for confidential and time sensitive material. Prepares routine and advanced correspondence including letters, memoranda, and reports. Relies on experience and judgment to plan and accomplish goals. May direct and lead the work of others. Reports to an executive. A wide degree of creativity and latitude is expected. Often works without direct input from superior. | AA degree or its equivalent with at least 6 years of experience or 9 years experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. | \$140.76 | \$121.64 |



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| Financial Support Manager       | Responsible for managing the general accounting function. Oversees the completion of ledger accounts and financial statements. Evaluates and makes appropriate improvements to internal accounting processes ensuring that practices are in line with the overall goals of the organization. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. | BA/BS + 5 years experience. 2 years supervising others with speciality | \$167.84 | \$142.89 |
| Financial Support Technician I  | Performs routine accounting activities such as maintenance of the general ledger, preparation of various accounting statements and financial reports and accounts payable or receivable functions. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job.   | HS + 1 year experience   | \$65.22  | \$55.53  |
| Financial Support Technician II | Performs routine accounting activities such as maintenance of the general ledger, preparation of various accounting statements and financial reports and accounts payable or receivable functions. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required.   | HS + 3 years experience or AA  | \$74.29  | \$63.25  |



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|----------------------------------|--|--|---------|---------|
| Financial Support Technician III | Performs routine accounting activities such as maintenance of the general ledger, preparation of various accounting statements and financial reports and accounts payable or receivable functions. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.  | HS + Five years experience or AA + 2 years experience or BA/BS   | \$83.49 | \$71.08 |
| General Clerk I                  | Responsible for performing daily office tasks such as filing, recording, maintaining records, copying, posting, and other similar duties, using a computer terminal, typewriter, and other word processors. Follows organization and department procedures to complete tasks in a timely manner. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager. | HS diploma or its equivalent with 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. | \$53.31 | \$45.40 |
| General Clerk II                 | Responsible for performing daily office tasks such as filing, recording, maintaining records, copying, posting, and other similar duties, using a computer terminal, typewriter, and other word processors. Follows organization and department procedures to complete tasks in a timely manner. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.                        | HS diploma or its equivalent with 2-5 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field.         | \$62.39 | \$53.11 |



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|                   |   |   |          |          |
|-------------------|---|---|----------|----------|
| General Clerk III | Responsible for performing daily office tasks such as filing, recording, maintaining records, copying, posting, and other similar duties, using a computer terminal, typewriter, and other word processors. Follows organization and department procedures to complete tasks in a timely manner. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May direct and lead the work of others. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected.  | HS diploma or its equivalent with at least 5 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures.                                   | \$75.24  | \$64.06  |
| Help Desk Manager | Manages a team of support personnel who troubleshoot IT issues. Implements policies and procedures regarding how problems are identified, received, documented, distributed, and corrected. Ensures maximum issue resolutions in minimum time. Evaluates new information systems products or services and suggests changes to existing products or services to better aide the end user. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to head of a unit/department. | Bachelor's degree with at least 5 years of experience in the field or AA degree and 8 years experience or HS and 12 years experience. Familiar with a variety of the field's concepts, practices, and procedures. | \$155.79 | \$132.65 |



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|-------------------------|--|--|----------|----------|
| Help Desk Supervisor I  | Supervises the day-to-day operations of the help desk. Identifies, researches, and resolves complex technical problems. Creates and manages escalation procedures and ensures service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner. A level I supervisor is considered a working supervisor with little authority for personnel actions. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.        | Bachelor's degree in area of specialty or AA degree and 2 years experience or 4 years direct experience. Familiar with a variety of the field's concepts, practices, and procedures.                   | \$116.50 | \$99.21  |
| Help Desk Supervisor II | Supervises the day-to-day operations of the help desk. Identifies, researches, and resolves complex technical problems. Creates and manages escalation procedures and ensures service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner. A level II supervisor has authority for personnel actions and oversees most day to day operations of group. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department. | Bachelor's degree in area of specialty and 1 year of experience or AA degree and 3 years experience or 5 years experience. Familiar with a variety of the field's concepts, practices, and procedures. | \$140.48 | \$119.59 |



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|                          |   |  |          |          |
|--------------------------|---|--|----------|----------|
| Help Desk Supervisor III | Supervises the day-to-day operations of the help desk. Identifies, researches, and resolves complex technical problems. Creates and manages escalation procedures and ensures service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner. A level III supervisor has full authority and may be considered lower middle management. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.         | Bachelor's degree in area of specialty and 2 years of experience or AA degree and 4 years experience or 6 years experience. Familiar with a variety of the field's concepts, practices, and procedures.  | \$151.69 | \$129.17 |
| Help Desk Support        | Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Reports to a supervisor or manager. | AA degree in a related area and 1 year experience or professional certification and 1 year experience or military training in area of specialty and 1 year experience or HS degree and 3 years experience. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. | \$84.45  | \$71.92  |



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| Help Desk Support Assistant | Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor.   | AA degree in a related area or professional certification or military training in area of speciality or HS degree and 1 year experience. Has knowledge of commonly-used concepts, practices, and procedures within a particular field.   | \$72.54 | \$61.77 |
| Help Desk Support, Sr.      | Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgement to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Reports to a supervisor or manager. A wide degree of creativity and latitude is expected. | BA/BS degree in a related area and 1 year experience or AA degree in a related area and 2 years experience or professional certification and 2 years experience or military training in area of speciality and 2 years experience or HS degree and 6 years experience. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. | \$99.34 | \$84.58 |



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| Logistics Analyst I  | Enhances product workflow by analyzing and developing logistics plans that affect production, distribution, and inventory. Creates and reviews procedures for distribution and inventory management to maximize customer satisfaction and minimize cost. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Reports to a supervisor or manager.   | AA degree or equivalent and 0-2 years of experience or 4 years experience in the field or in a related area. | \$92.99  | \$79.18 |
| Logistics Analyst II | Enhances product work flow by analyzing and developing logistics plans that affect production, distribution, and inventory. Creates and reviews procedures for distribution and inventory management to maximize customer satisfaction and minimize cost. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; reports to a supervisor or manager. A certain degree of creativity and latitude is required. | AA degree or equivalent and 2-4 years of experience or 7 years experience in the field or in a related area. | \$106.63 | \$90.79 |



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|                       |  |   |          |          |
|-----------------------|--|---|----------|----------|
| Logistics Analyst III | Enhances product workflow by analyzing and developing logistics plans that affect production, distribution, and inventory. Creates and reviews procedures for distribution and inventory management to maximize customer satisfaction and minimize cost. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May report to an executive or a manager. A wide degree of creativity and latitude is expected.   | AA degree or equivalent and 4-6 years of experience or 10 years experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. | \$133.99 | \$114.10 |
| Logistics Clerk       | Performs administrative tasks to support the logistics group. Responsible for performing routine clerical duties such as maintaining letters, memoranda, invoices, and other indexed records arranged in a file according to an established system. Retrieves data or correspondence from files as requested within an appropriate time frame. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager. | HS diploma or its equivalent and 0-2 years of related experience. Has knowledge of commonly-used concepts, practices, and procedures within a particular field.                           | \$84.72  | \$72.16  |
| Materials Handler I   | Loads and unloads material within a warehouse or storage facility. Utilizes hand trucks, forklifts, hoists, conveyors, or other handling equipment to move material to and from aircraft, trucks or trains and within the storage facility. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.                    | Has knowledge of commonly-used practices, and procedures within a particular field.   | \$49.95  | \$42.50  |



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| Materials Handler II   | Loads and unloads material within a warehouse or storage facility. Utilizes hand trucks, forklifts, hoists, conveyors, or other handling equipment to move material to and from aircraft, trucks or trains and within the storage facility. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required. | HS diploma or its equivalent and 1 year of related experience or 2 years experience. Has knowledge of commonly-used concepts, practices, and procedures within a particular field.  | \$61.37 | \$52.25 |
| Materials Handler III  | Loads and unloads material within a warehouse or storage facility. Utilizes hand trucks, forklifts, hoists, conveyors, or other handling equipment to move material to and from aircraft, trucks or trains and within the storage facility. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Typically reports to a supervisor or manager. A wide degree of creativity and latitude is expected.                                 | HS diploma or its equivalent and 3 years of related experience or 5 years experience. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. | \$79.13 | \$67.37 |
| Process Facilitator I  | Provides direct records management, correspondence, calendar management, and correspondence support to Team Leads, Program Managers, and customers. May conduct Electronic Duplicating functions.  | AA/AS or HS and 1 year of directly related experience.  | \$78.09 | \$66.49 |
| Process Facilitator II | Provides direct records management, correspondence, calendar management, and correspondence support to Team Leads, Program Managers, and customers. May conduct Electronic Duplicating functions. May supervise and provide topic specific training to lower level administrative personnel  | AA/AS or HS and 3 years directly related experience.  | \$92.45 | \$78.71 |



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| Program Analyst, Junior | In coordination with the customer and supervisor, reviews work products for correctness. Prepares deliverables and presentations for end-user government or commercial representatives.   | HS Degree with at least 2 years experience, or 4 years directly related experience. Experience will relate to the proposed task area of responsibility. It will include a broad range of assignments performing difficult analytical and/or technical requirements and analysis.                                       | \$107.30 | \$92.71  |
| Program Analyst         | Provides direction to lower level analysts. In coordination with the customer and based on established standards, reviews work products for correctness. Prepares deliverables and presentations for end-user government or commercial representatives. Has direct contact with the customer to provide complete and detailed advice and assistance in all assigned consulting areas of responsibility.   | BS/BA, or 2 years directly related experience. Experience will relate to the proposed task area of responsibility. It will include a broad range of assignments performing difficult analytical and/or technical requirements and analysis.  | \$164.42 | \$140.00 |
| Program Analyst, Senior | Provides direction to lower level analysts. In coordination with the customer and based on established standards, reviews work products for correctness. Prepares deliverables and presentations for end-user government or commercial representatives. Has direct contact with the customer to provide complete and detailed advice and assistance in all assigned consulting areas of responsibility. Relies on experience and judgement to perform duties. Often responsible for directing the work of others. | BS/BA with at least 3 years experience, or 7 years directly related experience. Experience will relate to the proposed task area of responsibility. It will include a broad range of assignments performing difficult analytical and/or technical requirements and analysis.   | \$183.98 | \$158.97 |
| Program Manager, Junior | Serves as the key contact with the customer, or support a Senior Program Manager. Prepares project plans, coordinates activities of project teams; manages resources; monitors project performance and budget.  | BS/BA and 2 years directly related and progressively responsible experience, or 5 years directly related experience. Experience includes: the management of specific projects, demonstrated experience in resource management, the use of project management tools, and the ability to delegate tasks to team-members. | \$167.15 | \$142.32 |



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|                         |  |  |          |          |
|-------------------------|--|--|----------|----------|
| Program Manager, Senior | Serves as the key contact with the customer. Prepares project plans, coordinates activities of project teams; manages resources; monitors project performance and budget.  | BS/BA, plus Three to Five years of progressively responsible experience as a project manager or in corporate/public sector leadership positions with business operations and process improvement responsibilities. Experience includes: the management of specific projects, demonstrated experience in resource management, the use of project management tools, and the ability to delegate tasks to team-members. | \$194.07 | \$165.24 |
| Receptionist            | Greets vendors, customers, job applicants and other visitors, and arranges for transportation services, when needed. May operate a switchboard to route incoming calls and place outgoing calls. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.                               | HS diploma or its equivalent with 0-2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field.   | \$56.99  | \$48.52  |
| Secretary I             | Performs clerical duties such as filing, typing, and copying documents. Screens and transfers callers, arranges meetings and may handle travel accommodations. May distribute mail and maintain office supplies. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager. | HS diploma with 0-2 years of experience in the field or in a related area.   | \$65.59  | \$55.86  |



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| Secretary II    | Performs clerical duties such as filing, typing, and copying documents. Screens and transfers callers, arranges meetings and may handle travel accommodations. May distribute mail and maintain office supplies. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.  | HS diploma with 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field.                   | \$74.71 | \$63.60 |
| Secretary III   | Performs clerical duties such as filing, typing, and copying documents. Screens and transfers callers, arranges meetings and may handle travel accommodations. May distribute mail and maintain office supplies. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May direct and lead the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.   | HS diploma with at least 5 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures.                      | \$94.18 | \$80.19 |
| Shipping Loader | Ensures complete and accurate loading and storage of merchant products. Directs work of warehouse attendants and operators to efficiently expedite the loading and unloading of materials. Locates, checks and verifies the accuracy of the product being loaded with load requests, heat numbers, grades, sizes, piece counts, or other information as necessary. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor. | HS diploma or its equivalent and 1 year of related experience or 2 years experience. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. | \$63.74 | \$54.28 |



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| Training Assistant I  | Responsible for clerical and administrative duties related to training and organizational development. Schedules training events, obtains instructional materials, and ensures employees are kept abreast of training requirements. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job.  | HS + 3 years experience or AA   | \$72.54  | \$61.77  |
| Training Manager      | Designs and conducts company training programs. Monitors and reports the effectiveness of training on employees during the orientation period and for career development. May be involved in initial plan design and existing plan enhancements. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. | BA/BS + 5 years experience or AA/Military Advanced Training + 9 years experience or 12 years experience | \$170.92 | \$145.54 |
| Training Specialist I | Designs and conducts company training programs. Monitors and reports the effectiveness of training on employees during the orientation period and for career development. May be involved in initial plan design and existing plan enhancements. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job.   | BA/BS or AA/Military Advanced Training + 3 years experience or 5 years experience                       | \$85.80  | \$73.06  |



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| Training Specialist II        | Designs and conducts company training programs. Monitors and reports the effectiveness of training on employees during the orientation period and for career development. Involved in initial plan design and existing plan enhancements. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. May supervise others. A certain degree of creativity and latitude is required. | BA/BS + 2 years experience or AA/Military Advanced Training + 6 years experience or 10 years experience             | \$102.43 | \$87.22 |
| Labor Relations Specialist I  | Participates in labor contract negotiations. May prepare contract agreements. Must be familiar with federal, state and local regulations pertaining to labor issues. Represents the organization in legal hearings on labor issues and with labor governing bodies. Makes recommendations for changes to existing policies to ensure compliance with new or proposed regulations.   | Bachelor's degree in a related area with at least 1 year of experience or at least 4 years progressive experience.  | \$86.24  | \$74.52 |
| Labor Relations Specialist II | Participates in labor contract negotiations. May prepare contract agreements. Must be knowledgeable in federal, state and local regulations pertaining to labor issues. Represents the organization in legal hearings on labor issues and with labor governing bodies. Makes recommendations for changes to existing policies to ensure compliance with new or proposed regulations.  | Bachelor's degree in a related area with at least 2 years of experience or at least 6 years progressive experience. | \$112.41 | \$97.13 |



**CTI Resource Management Services, Incorporated**  
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|                                |   |  |          |          |
|--------------------------------|---|--|----------|----------|
| Labor Relations Specialist III | Participates in labor contract negotiations. May prepare contract agreements. Must be knowledgeable in federal, state and local regulations pertaining to labor issues. Represents the organization in legal hearings on labor issues and with labor governing bodies. Makes recommendations for changes to existing policies to ensure compliance with new or proposed regulations.  | Bachelor's degree in a related area with at least 4 years of experience or at least 10 years progressive experience. Master's Degree preferred.                          | \$117.37 | \$101.43 |
| Labor Relations Specialist IV  | Participates in labor contract negotiations. May prepare contract agreements. Must have extensive knowledge of federal, state and local regulations pertaining to labor issues. Represents the organization in legal hearings on labor issue and with labor governing bodies. Makes recommendations for changes to existing policies to ensure compliance with new or proposed regulations.   | Bachelor's degree in a related area with at least 7 years of experience or at least 15 years progressive experience. Master's Degree preferred.                          | \$138.09 | \$119.32 |
| Warehouse Manager              | Manages all warehouse activities. Manages the warehouse ensuring the receipt, coordination, and safety of goods coming through a warehouse. Also ensures that orders arrive and are dispatched on time to the appropriate destinations and in the expected quantities. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Leads and directs the work of others. A wide degree of creativity and latitude is required. Typically reports to a head of a unit/department. | HS diploma or its equivalent with 5-7 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. | \$132.51 | \$112.82 |



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|                                       |   |   |          |         |
|---------------------------------------|---|---|----------|---------|
| Warehouse Supervisor                  | Supervises the receiving, storing, packing, and shipping of merchandise or materials. Maintains stock records and schedules. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Leads and directs the work of others. A wide degree of creativity and latitude is required. Typically reports to a manager.   | HS diploma or its equivalent with at least 4 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. | \$105.18 | \$89.53 |
| Electronics Technician Maintenance I  | Applies basic technical knowledge to perform simple or routine tasks following detailed instructions, performs such tasks as replacing components, wiring circuits, repairing simple electronic equipment; and taking test readings using common instruments such as digital multimeters, signal generators, semiconductor testers, curve tracers, and oscilloscopes. This person works under close supervision receiving technical guidance from supervisor or higher-level technician. Work is checked frequently for accuracy. | HS diploma or its equivalent with at least 1 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. | \$86.43  | \$73.59 |
| Electronics Technician Maintenance II | Applies basic and some advanced technical knowledge to solve routine problems by interpreting manufacturers' manuals or similar documents. Work requires familiarity with the interrelationships of circuits and judgment in planning work sequence, in selecting tools, testing instruments, and is reviewed for compliance with accepted practices. This technician works under immediate supervision and achieves technical guidance, as required, from supervisor or higher-level technician.                                 | HS diploma or its equivalent with at least 3 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. | \$91.76  | \$78.14 |



# CTI Resource Management Services, Incorporated

## Commerical Rate Structure

### 01 January 2026 - 31 December 2026

|   |  |   |          |          |
|---|--|---|----------|----------|
| Electronics Technician<br>Maintenance III | Applies advanced technical knowledge to solve complex problems that typically cannot be solved solely by referencing manufacturers' manuals or similar documents. Examples of such problems include determining the location and density of circuitry, evaluating electromagnetic radiation, isolating malfunctions, and incorporating engineering changes. Work typically requires an understanding of the interrelationships of circuits, exercising independent judgment in performing such tasks as making circuit analyses, calculating wave forms, and tracing relationships in signal flow, using complex test instruments such as high frequency pulse generators, frequency synthesizers, distortion analyzers, and complex computer control equipment. Work may be reviewed by supervisor for general compliance with accepted practices. This position may provide technical guidance to lower level technicians. | HS diploma or its equivalent with at least 5 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. | \$121.50 | \$103.47 |
| Technical Specialist, Junior              | Works with customers and supervisors in order to evaluate and recommend solutions that will facilitate the accomplishment of the customer's business goals. Works with a team to facilitate analysis of the customer's business strategy, operations, and current technology in order to develop options for new technologies and strategies that will optimize the customer's functions and business processes.   | HS degree or its equivalent with at least 2 years of experience or 4 years experience in the field or in a related area.  | \$112.26 | \$97.01  |



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|                              |  |   |          |          |
|------------------------------|--|---|----------|----------|
| Technical Specialist         | Consults with customers in order to evaluate and recommend solutions that will facilitate the accomplishment of the customer's business goals. Analyzes the customer's business strategy, operations, and current technology in order to develop options for new technologies and strategies that will optimize the customer's functions and business processes. Provides consultation regarding solutions planning, impact analysis, risk assessment, and budgeting. Works autonomously.  | BA/BS degree or its equivalent with at least 2 years of experience or 6 years experience in the field or in a related area. | \$141.23 | \$122.02 |
| Technical Specialist, Senior | Consults with customers in order to evaluate and recommend solutions that will facilitate the accomplishment of the customer's business goals. Analyzes the customer's business strategy, operations, and current technology in order to develop options for new technologies and strategies that will optimize the customer's functions and business processes. Provides consultation regarding solutions planning, impact analysis, risk assessment, and budgeting. Can provide financial analysis to determine ROI/ROA of proposed solutions. Works autonomously. Works on advanced, complex technical projects or business issues requiring technical or industry knowledge. | BA/BS degree or its equivalent with at least 4 years of experience or 8 years experience in the field or in a related area. | \$180.39 | \$155.86 |