



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is www.gsaadvantage.gov.

Federal Supply Schedule 736
Temporary Administrative and Professional Staffing Services (TAPS)
FSC Group: R699
Authorized Federal Supply Schedule Price List, Prices shown herein are net (discount deducted).

Contract: GS-07F-0050N

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at www.fss.gsa.gov

Contract period: October 1, 2007 through September 30, 2017

Through Modification PO-0028, Effective 05/09/2015

Kenney & Company Staffing, Inc.

50 Post Office Road, Suite 202

Waldorf, MD 20602

(202) 466-7138 (District of Columbia/Northern Virginia)

(301) 638-0606 (Maryland/Northern Virginia)

1-800-949-5687 (Toll Free for Areas Not Within Local Calling Distance)

Internet address: pfox@kenneystaffing.com

Website: www.kenneystaffing.com

Contractor Administration Source: Ms. Patricia A. Fox
Government Contracts Manager
Small business

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CUSTOMER INFORMATION

- 1a. **SIN 736 1 Administrative Support and Clerical Occupations**
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CATEGORIES AND HOURLY RATES

<u>SIN</u>	<u>CATEGORY</u>	<u>PRICE PER HOUR</u>
<u>736 1</u>	<u>ADMIN/CLERICAL</u>	
	Administrative Assistant	\$48.47
	Accounting Clerk I	\$26.13
	Accounting Clerk II	\$28.65
	Accounting Clerk III	\$36.01
	Desk Clerk/Records Clerk	\$21.06
	Document Preparation Clerk	\$24.95
	Duplicating Machine Operator	\$24.95
	General Clerk I	\$25.86
	General Clerk II	\$27.72
	General Clerk III	\$31.14
	Data Entry Operator I	\$25.18
	Data Entry Operator II	\$26.97
	Messenger Courier	\$24.14
	Order Clerk I	\$26.18
	Order Clerk II	\$28.07
	Personnel Assistant I	\$30.34
	Personnel Assistant II	\$33.30
	Personnel Assistant III	\$36.49
	Production Control Clerk	\$35.65
	Receptionist	\$25.25
	Secretary I	\$30.23
	Secretary II	\$33.11
	Secretary III	\$40.10
	Travel Clerk I	\$23.69
	Travel Clerk II	\$25.15
	Travel Clerk III	\$26.69
	Word Processor I	\$26.88
	Word Processor II	\$29.68
	Word Processor III	\$32.79

SIN CATEGORY

PRICE PER
HOUR

736-2 Automatic Data Processing Occupations

Computer Operator I	\$31.38
Computer Operator II	\$34.48
Computer Operator III	\$37.79
Computer Operator IV	\$41.38
Computer Operator V	\$45.25
Personal Computer Spt Tech	\$41.38

PRICE PER
HOUR

736-5 Technical and Professional Occupations

Graphic Artist	\$42.16
Paralegal/Legal Assistant I	\$34.73
Paralegal/Legal Assistant II	\$41.72
Paralegal/Legal Assistant III	\$49.77
Paralegal/Legal Assistant IV	\$59.08
Technical Writer I	\$35.50
Technical Writer II	\$42.22
Technical Writer III	\$49.92

- 1c. See website: www.kenneystaffing.com and click on *GSA Advantage!*TM
2. Maximum Order : \$100,000
3. Minimum Order: \$100.00
4. Geographic coverage (delivery areas): District of Columbia; Maryland (St. Mary's County, Calvert County, Charles County, Frederick County, Montgomery County, Prince George's County); Virginia (Alexandria County, Arlington County, Fairfax County, Loudoun County, Price William County, Stafford County, Fauquier, King George County), West Virginia (Berkley County and Jefferson County).
5. Point of production: Waldorf, Charles County, Maryland.
6. Discount from list prices: None
7. Quantity Discounts: **Hourly rate reduction of 2% available per temp when 3+ temps assigned to the same division for 40 hours per week.**
8. Prompt payment terms: Net 30 days
- 9a. Government Commercial Credit Cards are accepted at or below the micro-purchase threshold.

- 9b. Government Commercial Credit Cards are accepted above the micro-purchase threshold.
10. Foreign items: None
- 11a. Time and delivery: One-day service
- 11b. Expedited Delivery: Available. 4 business hours. **All** items on this price list are available for expedited delivery.
- 11c. Overnight and 2-day delivery available. Schedule customer may contact the Contractor for dates for overnight and 2-day delivery.
- 11d. Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract. Contractor's representative may be contacted to effect a faster delivery.
12. F.O.B. point: Destination.
- 13a. Ordering Address: Kenney & Company Staffing, Inc.
50 Post Road, Suite 202
Waldorf, MD 20602
Fax: 301-638-1999 / Email: info@kenneystaffing.com
- 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 (www.fss.gsa.gov/schedules).
14. Payment address:
Kenney & Company Staffing, Inc.
50 Post Road, Suite 202
Waldorf, MD 20602
15. Warranty provision. No charge to Government up to first four (4) hours of temporary worker's assignment if Government representative notifies Contractor within first four (4) hours of start of temporary employee's assignment that temporary is not satisfactory. Contractor will then send a suitable replacement by start of following business day.
16. Export packaging charges not applicable.
17. Terms and conditions of Government purchase card acceptance above the micro-purchase level: Contractor will accept Government purchase cards above the micro-purchase level with prior approval from the appropriate authorized Government contracting or procurement officer.
18. Terms and conditions of rental, maintenance and repair not applicable.

19. Terms and conditions of installation not applicable.
20. Terms and conditions of repair parts not applicable.
- 20a. Terms and conditions of any other services not applicable.
21. List of service and distribution points not applicable.
22. List of participating dealers not applicable.
23. Preventive maintenance not applicable.
- 24a. Special attributes such as environmental attributes not applicable.
- 24b. Section 508 compliance not applicable.
25. Data Universal Number System (DUNS) number: 84-172-2507.
26. Contractor has received notification regarding registration in the System for Award Management (SAM) database and migrated its CCR and ORCA information. Expiration date is on 3/26/2016.
27. Vendor's policy regarding uncompensated overtime: Not applicable.

SIN 736 1 DESCRIPTIONS

Administrative Support and Clerical Occupations

SKILL CATEGORY/SKILL DESCRIPTION
<p>Administrative Assistant – In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.</p>
<p>Accounting Clerk I - This position is responsible for performing one or more routine accounting clerical operations such as: examining, verifying, and correcting various accounting documents to ensure completeness and accuracy of data in accordance to accounting procedures. Specific tasks/duties are assigned under adequate supervision. Entry-level reconciliation and posting will be assigned under detailed guidance. In most instances, an employee in this position will rely on the supervisors' instructions. Completed work will be reviewed for accuracy and compliance with procedures.</p>
<p>Accounting Clerk II - This position uses knowledge of double entry bookkeeping in performing one or more of the following: posting actions to journals, identifying subsidiary accounts affected, making debit and credit entries, and assigning proper codes. The Accounting Clerk II may review computer printouts against manually maintained journals, detect and correct erroneous postings, and prepare documents to adjust accounting classifications and other data, or review lists of transactions rejected by an automated system. In this instance, the Accounting Clerk II will determine reasons for rejections, and prepare necessary correcting material. On routine assignments, an employee will select and apply established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used, are reviewed for technical accuracy.</p>
<p>Accounting Clerk III - The Accounting Clerk III maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include one or both of the following: 1.) reviewing invoices and statements verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit determining accounts involved. The review will include coding transactions, and processing material through data processing for application in the accounting system; 2.) analysis and reconciliation of computer printouts with operating unit reports (contacting units, researching causes of discrepancies, and taking action to ensure that accounts balance). Supervisor provides suggestions for handling unusual or non-recurring transactions. Conformance with requirements and technical soundness of completed work are reviewed by the supervisor, or are controlled by mechanisms built into the accounting processes.</p>
<p>Desk Clerk/Records Clerk - Highly skilled in greeting customers and ensuring correct verification procedures, Hands on experience in handling telephone calls, In-depth knowledge of answering queries, Anticipate customer needs and work to fulfill immediately, Good personal appearance and friendly nature, Excellent written and verbal communication skills, Effective organizational skills, Possess total commitment to customer satisfaction, Check in and out procedures by logging customers or records in and out showing time and date, High level of accuracy in filing records in accordance with client Records Manuals, and Close attention to detail in sending records for archiving, disposal/shredding.</p>
<p>Document Preparation Clerk – This position prepares documents such as brochures, books, periodicals, catalogs, and pamphlets for copying or photocopying. The Document Preparation Clerk cuts documents into individual standardized pages, using a paper cutter or razor knife. Document pages are reproduced as necessary to improve clarity or to adjust the standardized page size according to the limitations of the designated copy machine. The Document Preparation Clerk stamps standard symbols on pages or inserts instruction cards to notify Duplicating Machine Operator of special handling, prepares cover sheets and document folders for material, and index cards for files, and files folder according to index code and copies priority schedule.</p>

SKILL CATEGORY/SKILL DESCRIPTION

Duplicating Machine Operator – This position operates one or more photocopying, photographic, mimeograph and duplicating office machines to make copies of documents such as letters, reports, directives, manuals, articles and bulletins. Additional responsibilities include: operating small binding machines, performing clerical duties associated with the request for printing and photographic services, preparing assembly sheets, printing requisitions with specifications for printing and binding, recording, delivering and collecting work. The Duplicating Machine Operator performs minor repairs preventive maintenance, and maintains an inventory of supplies and reproduction equipment paying particular attention to important variables indicated by trade name of machine.

General Clerk I – This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file; could involve simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment, e.g., photocopier, facsimile, multi-line phone/voicemail systems, mailing machines, and minimal computer programs. Little or no subject-matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task.

General Clerk II – This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.

General Clerk III - This position uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence. The General Clerk III selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records (stored both manually and electronically); verifying statistical reports for accuracy and completeness; compiling information; and handling and adjusting complaints. The General Clerk III may also direct lower level clerks. Positions above level IV are excluded. Such positions (which may include supervisory responsibility over lower level clerks) require workers to use a thorough knowledge of an office's work and routine to: 1) choose among widely varying methods and procedures to process complex transactions; and 2) select or devise steps necessary to complete assignments. Typical jobs covered by this exclusion include administrative assistants, clerical supervisors, and office managers.

Data Entry Operator I - This position works under close supervision and follows specific procedures or detailed instructions. The Data Entry Operator I works from various standardized source documents that have been coded and require little or no selecting, coding or interpreting of data. Problems such as erroneous items and codes, or missing information are resolved at the supervisory level. Work is routine and repetitive.

Data Entry Operator II - This position requires the application of experience and judgment in selecting procedures to be followed, and searching for interpreting, selecting, or coding items to be entered from a variety of document sources. The Data Entry Operator II may occasionally perform routine work as described for Data Entry Operator I.

Messenger/Courier – The Messenger Courier delivers messages, documents, packages and mail to various business concerns or governmental agencies. An employee in this role may perform the following: miscellaneous errands, such as carrying mail within the base and sorting or opening incoming and outgoing mail, obtain receipts for articles delivered and keep a log of items received and delivered, or deliver items to offices and departments within an establishment. The Messenger Courier may use a bicycle, golf cart, or motorcycle to perform these duties.

Order Clerk I – This position handles orders involving items that have readily identified uses and applications. The Order Clerk I may refer to a catalog, manufacturer's manual or similar document to insure that the proper item is supplied or to verify the price of order.

SKILL CATEGORY/SKILL DESCRIPTION

Order Clerk II – This position handles orders that involve making judgments such as choosing which specific product or material from the establishment's product lines will satisfy the customer's needs, or determining the price to be quoted when pricing involves more than merely referring to a price list or making some simple mathematical calculations.

Personnel Assistant I – This position performs a variety of tasks including, but not limited to, clerical and secretarial duties. The work is under general supervision of higher-level personnel in preparation of various human resource tasks throughout compensation, benefits, staffing/employment, EEO procedures and policy administration. The Personnel Assistant I is expected to exercise discretion at all times; limited judgment may be necessary at times. This assistant may be required to operate general office equipment such as: typewriter, personal computer, copier, adding machine, and facsimile.

Personnel Assistant II - This position serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals. In this position, one may perform tasks beyond routine clerical such as: pre-employment drug screening and new hire orientation, responding to routine questions on policy and procedures, and/or provide reports on employee turnover or time and attendance. This assistant may be asked to evaluate and consolidate information from various sources under short deadlines, such as internal or external survey information, reporting on company employment statistics (retention, equal opportunity reporting, etc). The Personnel Assistant II may provide guidance to lower level Personnel Assistants. This level requires extensive knowledge of various office software packages. Guidance is provided as needed. Completed written work receives close technical review from higher-level personnel office employees. Work may be checked occasionally.

Personnel Assistant III - This position performs work in support of human resource professionals that requires a good working knowledge of personnel procedures, guides, and precedents. Job tasks may include interviewing applicants, obtaining references, and recommending placement in a well-defined occupation. At this level, assistants typically have a range of personal contacts within and outside the organization, in addition to handling employee-sensitive material. Therefore, the Assistant must be tactful, discrete, and articulate. This Assistant may be involved in identifying potential issues and grievance procedures, in addition to documenting necessary information to avoid company threat. The Personnel Assistant III may make recommendations to human resource professionals on job classification, wage rates, and employee salaries. The use of computers may be relied on heavily for organizational and reporting purposes. Advanced experience with office software packages may be needed. This Assistant may perform some clerical work in addition to the above duties. Supervisor will review completed work against stated objectives.

Production Control Clerk – This position compiles and records production data for industrial establishments to compare records and reports on volume of production, consumption of material, quality control, and other aspects of production. May perform any combination of the following duties: compile and record production data from customer orders, work tickets, product specifications, and individual worker production sheets following prescribed recording procedures and using different word processing techniques. This Clerk calculates such factors as types and quantities of items produced, materials used, amount of scrap, frequency of defects, and worker and department production rates, using a computer, calculator, and/or spreadsheets. Additional tasks include: writing production reports based on data compiled, tabulated and computed, following prescribed formats, maintaining files of documents used and prepared, compiling detailed production sheets or work tickets for use by production workers as guides in assembly or manufacture of products. This Clerk prepares written work schedules based on established guidelines and priorities, compiles material inventory records and prepares requisitions for procurement of materials and supplies charts production using chart, graph, or pegboard based on statistics compiled for reference by production and management personnel. This Clerk also sorts and distributes work tickets or material and may compute wages from employee time cards and post wage data on records used for preparation of payroll.

SKILL CATEGORY/SKILL DESCRIPTION

Receptionist – This position greets visitors, determining nature of visits and directing visitors to appropriate persons. The Receptionist may also have other duties such as recording and transmitting messages; keeping records of calls placed; providing information to callers and visitors; making appointments; keeping a log of visitors; and issuing visitor passes. In this position, one may also work on a computer and perform other routine clerical work that may occupy the major portion of the worker's time.

Secretary I - Carries out recurring office procedures independently, and selects the guideline or reference that fits the specific case. The supervisor provides specific instructions on new assignments and checks completed work for accuracy. Performs varied duties including or comparable to the following: Respond to routine telephone requests that have standard answers; refer calls and visitors to appropriate staff; control mail and assure timely staff response, and send form letters; as instructed, maintain supervisor's calendar, make appointments, and arrange for meeting rooms; review materials prepared for supervisor's approval for typographical accuracy and proper format; maintain recurring internal reports such as time and leave records, office equipment listings, correspondence controls, and training plans; requisition supplies, printing, maintenance or other services, type, take and transcribe dictation, create and maintain office files.

Secretary II – Handles differing situations, problems, and deviations in the work of the office according to the supervisor's general instructions, priorities, duties, policies, and program goals. Supervisor may assist secretary with special assignments. Duties include or are comparable to the following: Screen telephone calls, visitors, and incoming correspondence; personally respond to requests for information concerning office procedures; determine which requests should be handled by the supervisor, appropriate staff member or other offices, prepare and sign routine non-technical correspondence in own or supervisor's name; make arrangements for conferences and meetings and assemble established background materials as directed. May attend meetings and record and report on the proceedings; review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assure that proper clearances have been obtained when needed; collect information from the files or staff for routine inquiries on office program(s) or periodic reports, and refer non-routine requests to supervisor or staff; explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing.

Secretary III – Uses greater judgment and initiative to determine the approach or action to take in non-routine situations, interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Duties include or are comparable to the following: Based on knowledge of the supervisor's views, compose correspondence on own initiative about administrative matters and general office policies for supervisor's approval; anticipate and prepare materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered; read publications, regulations, and directives and take action or refer those that are important to the supervisor and staff; prepare special or one-time reports, summaries, or replies to inquiries, selecting relevant information from a variety of sources such as reports, documents, correspondence, other offices, etc., under general directions; advise secretaries in subordinate offices on new procedures; request information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc., and shifts clerical staff to accommodate workload needs.

Travel Clerk I – Under close supervision or following specific procedures and detailed instructions, the Travel Clerk I arranges travel on one or two modes of transportation. Travel is usually recurrent by the same modes, carriers, routes and same major points of origin and destination, seldom involving special transportation privileges or requiring special allowances or planning for supplemental transportation facilities. When such services are required, they do not occur in such variety or with such frequency as to create problems of timing or coordination.

SKILL CATEGORY/SKILL DESCRIPTION

Travel Clerk II - Travel usually involves the use of two or more modes of transportation. Information on carriers, modes and facilities is readily available since most carriers servicing the area maintain local facilities or publish information regularly. Single carriers or connecting carriers have schedules that are easily coordinated using readily obtainable timetables or guides. Travel is frequently recurrent. A substantial number of problems arise because of rerouting, and there are often side trips requiring changes of transportation. Travel is usually to areas accessible by direct line, or established connecting points and normal modes of transportation. Travel is not always planned well in advance so there may be major problems of scheduling or accommodations. Travel involves special transportation privileges or special allowances and requires authorization or planning for supplemental or special transportation facilities, and when such services are required, they usually do not occur in such variety or with such frequency as to create major problems of timing or coordination. Within general guidelines, employees select and apply appropriate travel guides, methods, techniques, and work sequences to effectively accomplish the work. The majority of assignments are performed without technical assistance, but unusually difficult travel situations or problem cases encountered during the course of the work are referred to the supervisor before decision or commitment. Review of work is for compliance with regulatory guides and program policies and for soundness of decisions and conclusions.

Travel Clerk III – At this level, all major modes of transportation are used, as most individual trips involve combinations of more than one mode. Travel is varied, often not recurrent and periodically requires planning for relatively inaccessible intermediate or destination points. Routings are diverse and there is a necessity for frequent rerouting, re-planning, or rearranging, with many side trips requiring changes in modes of travel and creating substantial difficulty in routing and scheduling connections. A substantial amount of travel involves special allowances or requires authorization and planning for supplementary or special transportation facilities. It is frequently difficult to obtain the required information. The incumbent is characterized by independence of action, with very little instruction, guidance, and review, except for review of accomplishments of broad objectives and conformance to policy. The incumbent is viewed as the authority on travel matters, including the furnishing of advice and information to travelers, administrative officials and others; and has responsibility as the principal liaison with all elements, carriers, and facilities.

Word Processor I – This position produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals. The Word Processor I performs familiar, routine assignments following standard procedures, seeks further instructions for assignments requiring deviations from established procedures.

Word Processor II – This position uses knowledge of varied and advanced functions of one software type, knowledge of varied functions of different types of software, or knowledge of specialized or technical terminology to perform such typical duties as: Editing and reformatting written or electronic drafts. Examples include: correcting function codes; adjusting spacing formatting and standardizing headings, margins, and indentations; transcribing scientific reports, lab analysis, legal proceedings, or similar material from voice tapes or handwritten drafts; work requires knowledge of specialized, technical, or scientific terminology. Work requires familiarity with office terminology and practices. Incumbent corrects copy, and questions originator of document concerning missing information, improper formatting, or discrepancies in instructions. Supervisor sets priorities and deadlines on continuing assignments, furnishes general instructions for recurring work and provides specific instructions for new or unique projects, may lead lower level word processors.

Word Processor III – Requires both a comprehensive knowledge of word processing software applications and office practices and a high degree of skill in applying software functions to prepare complex and detailed documents. For example, processes complex and lengthy technical reports which include tables, graphs, charts, or multiple columns. Uses either different word processing packages or many different style macros or special command functions; independently completes assignments and resolves problems.

SIN 736 2 DESCRIPTIONS

Automatic Data Processing Occupations

SKILL CATEGORY/SKILL DESCRIPTION
Computer Operator I - The Computer Operator I works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, this worker resolves common operating problems and may serve as an assistant operator working under close supervision or performing a portion of a more senior operator's work.
Computer Operator II - The Computer Operator II processes scheduled routines that present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, this worker applies standard operating or corrective procedure, refers problems that do not respond to preplanned procedure, and may serve as an assistant operator, working under general supervision.
Computer Operator III - The Computer Operator III processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, this worker diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, the Computer Operator III may deviate from standard procedures if standard procedures do not provide a solution and refers problems which do not respond to corrective procedures to a person of supervisory or higher individual contributor level.
Computer Operator IV - The Computer Operator IV adapts to a variety of nonstandard problems that require extensive operator intervention (e.g. frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, this worker chooses or devises a course of action from among several alternatives and alters or deviates from standard procedures if standard procedures do not provide a solution (e.g. reassigning equipment in order to work around faulty equipment or transfer channels); then refers problems if necessary. Typically, completed work is submitted to users without supervisory review.
Computer Operator V - The Computer Operator V resolves a variety of difficult operating problems (e.g. making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with on going job requirements). In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. Such actions may materially alter the computer unit's production plans. This operator may spend considerable time away from the control station providing technical assistance to lower level operators and assisting programmers, systems analysts, and subject matter specialists with resolution of problems.
Personal Computer Support Technician - The Personal Computer Support Technician provides support to distributed PC/networking environment including installation, testing, repair, and troubleshooting for stand-alone PCs, PCs linked to networks, printers, and other computer peripherals. Support responsibilities include software installation, and configurations. This technician performs technical, operational, and training support to users of personal computers either by telephone, or on-site for PC desktop hardware and software packages. Job duties require the technician to install and test personal computers, printers, and other peripherals, configure operating system, load shrink-wrap programs and other application software programs. In this position, the incumbent troubleshoots computer problems, performs hardware and software diagnostics, coordinates needed repairs, resolves computer system problems, including coordination between users and components of a local area network, and participates in the evaluation of system configuration and software.

SIN 736 5 DESCRIPTIONS

Technical and Professional Occupations

Technical and Professional Occupations
<p>Graphic Artist - The Graphic Artist works with the courseware production team to design and develop graphic/visual effects used in courseware material. This position requires the use of specialized computer software to develop high quality computer illustrations, technical drawings, and animations supporting various media used within the training curriculum. The Graphic Artist is capable of using specialized hardware and/or software for video/audio capture and editing of multimedia presentations, incorporates principles of layout design throughout the courseware production process, and is responsible for quality control, review and revision of all aspects of graphics development.</p>
<p>Paralegal/Legal Assistant I - Works under close supervision with required assistance readily available. Persons in this position typically perform the following: Consult prescribed sources of information for facts relating to matters of interest to the program; review documents to extract selected data and information relating to specific items; review and summarize information in prescribed format on case precedent and decisions; search and extract legal references in libraries and computer-data banks; attend hearings or court appearances to become informed on administrative and/or court procedures and the status of cases, and where necessary, assist in the presentation of charts and other visual information.</p>
<p>Paralegal/Legal Assistant II - At this level, the Paralegal/Legal Assistant II exercises more independent judgment than at the level I position. In this capacity the incumbent: reviews case materials to become familiar with questions under consideration; searches for and summarizes relevant articles in trade magazines, law reviews, published studies, financial reports, and similar materials for use of attorneys in the preparation of opinions, briefs, and other legal documents; prepares digests of selected decisions or opinions which incorporate legal references and analyses of precedents involved in areas of well-defined and settled points of law; interviews potential witnesses and prepares summary interview reports for the attorney's review; participates in pre-trial witness conferences, notes possible deficiencies in case materials (e.g., missing documents, conflicting statements) and additional issues or other questionable matters, and requests further investigation by other agency personnel to correct possible deficiencies or personally conducts limited investigations at the pre-trial state; prepares and organizes trial exhibits, as required, such as statistical charts and photographic exhibits; verifies citations and legal references on prepared legal documents; prepares summaries of testimony and depositions; drafts and edits non-legal memoranda, research reports and correspondence relating to cases.</p>
<p>Paralegal/Legal Assistant III - At this level, the Paralegal/Legal Assistant III participates in the substantive development of cases. In this capacity, the incumbent performs the following: analyzes and evaluates case files against litigation worthiness standards; notes and corrects case file deficiencies (e.g., missing documents, inconsistent material, leads not investigated) before sending the case on to the concerned trial attorney; reviews and analyzes available precedents relevant to cases under consideration for use in presenting case summaries to trial attorneys; gathers, sorts, classifies, and interprets data to discover patterns of possible discriminatory activity; interviews relevant personnel and potential witnesses to gather information; reviews and analyzes relevant statistics; performs statistical evaluations such as standard deviations, analyses of variance, means, modes, and ranges as supporting data for case litigation; consults with statistical experts on reliability evaluations; may testify in court concerning relevant data.</p>

Technical and Professional Occupations

Paralegal/Legal Assistant IV – At this level, the Paralegal/Legal Assistant IV assists in the evaluation, development, and litigation of cases. In this capacity, the incumbent performs the following duties: Examines and evaluates information in case files, for case litigation worthiness and appropriate titles of law; determines the need for additional information, independent surveys, evidence, and witnesses, and plans a comprehensive approach to obtain this information; through on-site visits, interviews, and review of records on operations, looks for and evaluates the relevance and worth of evidence; selects, summarizes, and compiles comparative data to examine and evaluate respondent's deficiencies in order to provide evidence of illegal practices or patterns; reviews economic trends and forecasts at the national and regional level to evaluate the impact of successful prosecution and potential remedial provisions of ongoing investigations and litigation; identifies types of recordkeeping systems and types of records maintained which would be relevant. Gathers, sorts, and interprets data from various record systems including computer information systems; interviews potential witnesses for information and prepares witnesses for court appearances; develops statistics and tabulations, such as standard deviations, regression analyses, and weighting, to provide leads and supportive data for case litigation; prepares charts, graphs, and tables to illustrate results; analyzes data, develops recommendations and justifications for the attorney(s) who will take the matter to court. Continues to work with the attorney(s) during the progress of the case, obtaining and developing further evidence and exhibits, providing administrative assistance, and maintaining custody of exhibits, documents, and files; may appear in court as a witness to testify concerning exhibits prepared supporting plaintiff's case.

Technical Writer I – The Technical Writer I revises or writes standardized material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. This worker receives technical direction from supervisor or senior writer, notes or manuals containing operating procedures and details manufacturer's catalogs, drawings and other data relative to operation, maintenance, and service of equipment. This writer may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. This worker organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication arrange for typing, duplication and distribution of material; may assist in writing speeches, articles, and public or employee relations releases, and may specialize in writing material regarding work methods and procedures.

Technical Writer II – In this capacity, the Technical Writer revises or writes material that is mostly standardized for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment. The incumbent receives assignment and technical information from a supervisor or senior writer, may be provided notes or manuals containing operating procedures and details, and may observe production, developmental or experimental activities to expand or verify the provided operating procedures and details. This worker accesses manufacturers' catalogs, drawings and other data relative to operation, maintenance, and service of equipment, may have access to blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail. This writer organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology, may maintain records and files of work and revisions, may select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication, and arrange for typing, duplication and distribution of material. This writer may draft speeches, articles, and public or employee relations releases, or specialize in writing material regarding work methods and procedures.

Technical and Professional Occupations

Technical Writer III - The Technical Writer III develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance of machinery and other equipment, receives assignment from supervisor, observes production, developmental, and experimental activities to determine operating procedure and detail. This writer interviews production and engineering personnel and reads journals, reports, and other material to become familiar with product technologies and production methods, and reviews manufacturer's and trade catalogs, drawings and other data relative to operation, maintenance, and service of equipment. The Technical Writer III studies blueprints, sketches, drawings, parts lists, specifications, mockups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail, organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology; and reviews published materials and recommends revisions or changes in scope, format, content, and methods of reproduction and binding. This worker may perform the following tasks: maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material; assist in laying out material for publication, arrange for typing, duplication and distribution of material, write speeches, articles, and public or employee relations releases, edit, standardize, or make changes to material prepared by other writers or plant personnel. This incumbent may specialize in writing material regarding work methods and procedures.