

# General Services Administration

Federal Supply Service

Authorized Federal Supply Schedule Price List

*Prices Shown Herein are Net (discount deducted)*

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 **GSA Advantage!** is: [GSAAdvantage.gov](http://GSAAdvantage.gov)

Federal Supply Schedule 736  
Temporary Administrative and Professional Staffing Services  
FSC Group: 736

## Special Item Numbers

736-1  
736-2  
736-3  
736-4  
736-5

Contract Number  
GS-07F-0530N

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

Contract Period: 5/5/2013 through 5/4/2018



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Business Size: Small, Woman Owned  
Contract Administration: Ms. Myrna Cooks

*Creating competitive advantage and growth through alliances, innovation and specialization*



**Temporary Support Services  
GS-07F-0530N**

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**Temporary Support Services  
GS-07F-053N**

**Information for Ordering Activities**

**Customer Information**

**1a. Special Item Numbers:**

736 1	Administrative Support and Clerical Occupations
736 2	Information Technology Occupations
736 3	Material Handling and Packing Occupations
736 4	Information and Arts Occupations
736 5	Technical Occupations

**1b. Identification of lowest hourly rate:** See Price List

**1c. Description of proposed services:** A description of all corresponding commercial job titles, experience, functional responsibility and education is listed on page 5 of this price list.

**2. Maximum Order:** \$100,000.00 per sin

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

**4. Geographic Coverage:** 50 United States and Washington, DC, and Puerto Rico.  
Awarded: Washington, DC

**5. Point(s) of Production:** None

**6. Discounts from List Prices:** Net prices

**7. Quantity Discounts:** None

**8. Prompt Payment Terms:** Net 30 days

**9a. Notification of Government Purchase Cards Acceptance Below Micro-Purchase Threshold:** Government purchase cards are accepted at or below the micro-purchase threshold.

**9b. Notification of Government Purchase Cards Acceptance Above Micro-Purchase Threshold:** Government purchases cards are accepted above the micro-purchase threshold.

**10. Foreign Items:** None

- 11a. **Time of Delivery:** As agreed upon with the agency.
- 11b. **Expedited Delivery:** As agreed upon with the agency;
- 11c. **Overnight and 2-day Delivery:** As agreed upon with the agency.
- 11d. **Urgent Requirements:** In accordance with the “Urgent Requirements” clause of IMRG, Inc.’s contract, agencies can contact IMRG, Inc. to affect a faster delivery.
- 12. **F.O.B. Point(s):** Destination
- 13a. **Ordering Address:** 4640 Forbes Boulevard, Suite 200, Lanham, MD 20706
- 13b. **Ordering Procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
- 14. **Payment Address:** 703 Amer Drive, Fort Washington, MD 20744
- 15. **Warranty provision:** IMRG, Inc. will meet the statement of work.
- 16. **Export packing charges:** Not applicable
- 17. **Terms and conditions of Government purchase card:** Yes
- 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:** Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services. Full details can be found at [www.imrq2000.com](http://www.imrq2000.com) . EIT standards can be found at [www.Section508.gov](http://www.Section508.gov).
- 25. **Data Universal Number System (DUNS) number:** 108353587
- 26. **Notification regarding registration in Central Contractor Registration (CCR):** IMRG, Inc. is registered in the CCR database.



**Temporary Support Services  
GS-07F-0530N**

**Price List**

**Labor Categories and Hourly Rates  
SINS: 736-1 736-2 736-3 736-4 736-5**

<b>Washington, DC</b>		
	<u>Labor Category</u>	<u>GSA Bill Rate</u>
	<b><u>Regular Billing Rates</u></b>	
	<b><u>SIN 736-1 Admin Support &amp; Clerical (OC-01000)</u></b>	
Wash., DC	Accounting Clerk I	25.85
Wash., DC	Accounting Clerk II	28.51
Wash., DC	Accounting Clerk III	36.29
Wash., DC	Administrative Assistant	49.47
Wash., DC	Administrative Clerk	28.51
Wash., DC	Audit Clerk	36.29
Wash., DC	Court Reporter	35.63
Wash., DC	Data Entry Operator I	24.84
Wash., DC	Data Entry Operator II	26.73
Wash., DC	Document Preparation Clerk	24.59
Wash., DC	Duplicating Machine Operator	24.59
Wash., DC	General Clerk I	25.56
Wash., DC	General Clerk II	27.53
Wash., DC	General Clerk III	31.14

Wash., DC	Order Clerk I	25.91
Wash., DC	Order Clerk II	27.90
Wash., DC	Personnel Asst (Employment) I	30.29
Wash., DC	Personnel Asst (Employment) II	33.43
Wash., DC	Personnel Asst (Employment) III	36.80
Wash., DC	Production Control Clerk	35.90
Wash., DC	Receptionist	24.91
Wash., DC	Secretary I	30.17
Wash., DC	Secretary II	33.23
Wash., DC	Secretary III	40.62
Wash., DC	Stenographer	35.63
Wash., DC	Supply Technician	45.33
Wash., DC	Survey Worker	33.01
Wash., DC	Transcribing Machine Operator	29.60
Wash., DC	Travel Clerk I	23.26
Wash., DC	Travel Clerk II	24.81
Wash., DC	Travel Clerk III	26.44
Wash., DC	Word Processor I	26.65
Wash., DC	Word Processor II	29.60
Wash., DC	Word Processor III	32.89
	<b><u>SIN 736-4 Information and Arts (OC-13000)</u></b>	
Wash., DC	Librarian	53.04
Wash., DC	Media Specialist I	31.13
Wash., DC	Media Specialist II	34.34

Wash., DC	Media Specialist III <b><u>SIN 736-2 Information Technology (OC-14000)</u></b>	37.83
Wash., DC	Computer Operator I	31.40
Wash., DC	Computer Operator II	34.67
Wash., DC	Computer Operator III	38.17
Wash., DC	Computer Operator IV	41.96
Wash., DC	Computer Operator V	46.06
Wash., DC	Computer Programmer I	42.17
Wash., DC	Computer Programmer II	42.17
Wash., DC	Computer Programmer III	42.17
Wash., DC	Computer Programmer IV	42.17
Wash., DC	Computer Systems Analyst I	42.17
Wash., DC	Computer Systems Analyst II	42.17
Wash., DC	Computer Systems Analyst III	42.17
Wash., DC	Help Desk Technician	38.17
Wash., DC	Peripheral Equipment Operator	31.40
Wash., DC	Program Analyst	42.24
Wash., DC	Web Support Technician <b><u>SIN 736-2 Instructional (OC-15000)</u></b>	39.11
Wash., DC	Computer-Based Training Specialist/Instructor	56.79
Wash., DC	Graphic Artist <b><u>SIN 736-3 Materials Handling and Packaging (OC-21000)</u></b>	42.80
Wash., DC	Shipp/Rec. Clk. <b><u>SIN 736-5 Technical (OC-30000)</u></b>	25.86
Wash., DC	Accounting Support	36.29

Wash., DC	Audit Support	36.29
Wash., DC	Contracting Support	40.28
Wash., DC	Desktop Publisher	33.38
Wash., DC	Financial Analyst	40.67
Wash., DC	Market Research Analyst	43.80
Wash., DC	Occupational Analyst	46.94
Wash., DC	Paralegal/Legal Assistant I	34.93
Wash., DC	Paralegal/Legal Assistant II	42.32
Wash., DC	Paralegal/Legal Assistant III	50.84
Wash., DC	Paralegal/Legal Assistant IV	60.68
Wash., DC	Personnel Analyst	43.80
Wash., DC	Procurement Clerk	27.90
Wash., DC	Researcher	38.10
Wash., DC	Technical Writer I	35.76
Wash., DC	Technical Writer II	42.86
Wash., DC	Technical Writer III	51.00



**Temporary Support Services  
GS-07F-0530N**

**Labor Category Descriptions by SIN**

**SIN 736 1 (01010) – Administrative Support and Clerical Occupations**

**01010 ACCOUNTING CLERK (Occupational Base)**

The Accounting Clerk performs one or more accounting tasks such as posting to registers and ledgers; balancing and reconciling accounts; and, verifying the internal consistency, completeness, and mathematical accuracy of accounting documents. Additional tasks include assigning prescribed accounting distribution codes as well as examining and verifying the clerical accuracy of various types of reports, lists, calculations, and postings.

This position requires responsibility for preparing journal vouchers; making entries of adjustments to accounts; and working with spreadsheets. Level I requires a basic knowledge of routine clerical methods, office practices and procedures as they relate to the clerical processing and recording of transactions. Levels II and III require a knowledge and understanding of the established and standardized bookkeeping and accounting procedures and techniques used in an accounting system, or a segment of an accounting system where there are few variations in the types of transactions handled. In addition, most jobs at each level will require a basic knowledge and understanding of the terminology, codes, and processes used in an automated accounting system.

**01011 ACCOUNTING CLERK I**

This position requires responsibility 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. Level I requires a high school diploma or its equivalent with 0-3 years of experience in the field or in a related area.

**01012 ACCOUNTING CLERK II**

The Accounting Clerk II 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. Level II requires a high school diploma or its equivalent with at least 2-5 years of experience in the field or in a related area.

### **01013 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. Level III requires a high school diploma or its equivalent with 5 or more years of experience in the field or in a related area.

### **01020 ADMINISTRATIVE ASSISTANT**

In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position requires the provision of 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. This position requires a high school diploma with at least 5 years of experience in the field or in a related area.

### **ADMINISTRATIVE CLERK**

This position requires the application of principles of accounting to analyze financial information and prepare financial reports. Helps audit contracts, orders, vouchers, and prepares reports to substantiate individual transactions prior to settlement. Helps to implement accounting control procedures. May help devise and implement manual or computer-based system for general accounting. This position is cross-referenced to the Accounting Clerk II position. The position requires a high school diploma or its equivalent with at least 2-5 years of experience in the field or in a related area.

### **AUDIT CLERK**

Audit Clerks apply principles of accounting to analyze financial information and prepare financial reports. Helps audit contracts, orders, vouchers, and prepares reports to substantiate individual transactions prior to settlement. Helps to implement accounting control procedures. May help devise and implement manual or computer-based system for general accounting. This position is cross-referenced to the Accounting Clerk III position. The position requires a high school diploma or its equivalent with at least 5 years of experience in the field or in a related area.

## **01040 COURT REPORTER**

This position requires the recording of examination, testimony, judicial opinions, judge's charge to jury, judgment or sentence of court, or other proceedings in a court of law by manual or machine shorthand. The Court Reporter reads portions of transcript during trial at the judge's request, and asks speakers to clarify inaudible statements. The Court Reporter transcribes recorded material using a typewriter, or dictates material into a recording machine. This position requires a high school diploma or its equivalent with at least 2-4 years of experience in the field or in a related field or may require completion of a 2-4 year training program at a vocational school.

## **01050 DATA ENTRY OPERATOR (Occupational Base)**

This position requires operation of keyboard-controlled data entry devices such as a computer, key-operated magnetic tape, or disc encoder to transcribe data into a format suitable for computer processing. Job tasks require skill in operating an alphanumeric keyboard, and an understanding of transcribing procedures and relevant data entry equipment. Positions are classified into levels based on the following definitions:

### **01151 DATA ENTRY OPERATOR I**

This position requires work 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. Level I requires a high school diploma or its equivalent with 0-3 years experience in the field or in a related area.

### **01152 DATA ENTRY OPERATOR II**

This position requires the application of experience and judgment in selecting procedures to be followed, and in searching for, selecting, interpreting, 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. Level II requires a high school diploma or its equivalent with 2-5 years experience in the field or in a related area.

*Excluded are operators above Level II using the key entry controls to access, read, and evaluate the substance of specific records to take substantive actions, or to make entices requiring a similar level of knowledge.*

## **01070 DOCUMENT PREPARATION CLERK (Document Preparer)**

This position requires the preparation of 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 Operators of special handling, prepares cover sheets and document folders for material; prepares index cards for files; files folders according to index code; and, copies priority schedules. This

position requires a high school diploma or its equivalent with 0-2 years experience in the field or related area.

**01090 DUPLICATING MACHINE OPERATOR (Photocopy Machine Operator;  
Reproduction Worker)**

This position requires operation of 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; and recording, delivering and collecting work. The Duplicating Machine Operator performs minor repairs and preventive maintenance, and maintains an inventory of supplies and reproduction equipment paying particular attention to important variables indicated by trade name of machines. This position requires a high school diploma or its equivalent with 0-3 years experience in the field or in a related field.

**01110 GENERAL CLERK (Occupational Base)**

The General Clerk follows clearly detailed procedures in performing simple repetitive tasks in the same sequence. Responsibilities would include filing pre-coded documents in a chronological file, or operating office equipment (mimeograph, photocopy, addressograph or mailing machine).

**01111 GENERAL CLERK I**

The General Clerk I 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 (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. Level I requires a high school diploma or its equivalent with 0-3 years of experience in the field or in a related area.

**01112 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. Level II requires a high school diploma or its equivalent with 2-5 years of experience in the field or in a related area.

**01113 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. Level III requires a high school diploma or its equivalent with 5 or more years of experience in the field or in a related area.

### **01190 ORDER CLERK (Occupational Base)**

The Order Clerk receives written or verbal purchase orders. Work typically involves some combination of the following duties: quoting prices, determining availability of ordered items and suggesting substitutes when necessary, advising of expected delivery dates and methods of delivery, recording order and customer information on order sheets. The Order Clerk is responsible for checking order sheets for accuracy and adequacy of information; ascertaining credit rating of customer; furnishing customer with confirmation of receipt of order; order follow up, or informing customer of a delay in delivery. The Order Clerk maintains order files and verifies shipping invoices against original orders.

This position excludes workers paid on a commission basis or whose duties include any of the following: receiving orders for services rather than for material or merchandise; providing customers with consultative advice using knowledge gained from engineering or extensive technical training; emphasizing selling skills; and, handling material or merchandise as an integral part of the job.

### **01191 ORDER CLERK I**

This position requires the handling of 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 an order. Level I requires a high school diploma or its equivalent with 0-2 years of experience in the field or in a related area.

### **01192 ORDER CLERK II**

This position requires the handling of 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. Level II requires a high school diploma or its equivalent with 2-4 years of experience in the field or in a related area.

### **01260 PERSONNEL ASSISTANT (Occupational Base)**

This position requires performance of a variety of general personnel clerical tasks in such areas as employee records, benefits, education, training, employment/staffing, compensation, employee labor relations, and equal employment opportunity/affirmative action. The Personnel Assistant may conduct surveys and update manual and automated personnel records. At the higher levels, assistants perform limited aspects of personnel professionals' work such as interviewing candidates, recommending placements, performing compensation or benefit support activities

involving contacts throughout the company, and preparing communications to various third party benefit vendors. Excluded are workers who primarily compute and process payrolls.

### **01261 PERSONNEL ASSISTANT I**

This position requires the performance of a variety of tasks including, but not limited to, clerical and secretarial duties. The work is under the 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 typewriters, personal computers, copiers, adding machines, and facsimiles. Level I requires a high school diploma or its equivalent with 0-3 years of experience; or may require an associate's degree with 0-2 years of experience in the field or in a related area.

### **01262 PERSONNEL ASSISTANT II**

The incumbent of this position serves as a clerical expert in independently processing the most complicated types of personnel actions such as temporary employment, rehires, and dismissals. In this position, one may perform tasks beyond routine clerical work such as pre-employment drug screening and new hire orientation, responding to routine questions on policy and procedures, and/or providing 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 or 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. Level II requires a high school diploma or its equivalent with 3-5 years of experience; or may require an associate's degree or its equivalent with 3-5 years of experience in the field or in a related area.

### **01263 PERSONNEL ASSISTANT III**

This position requires performance of work in support of human resource professionals that require 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 of 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. Level III requires an associate's degree or its equivalent with 5 or more years of experience in the field or in a related area.

## **01270 PRODUCTION CONTROL CLERK**

The Production Control Clerk 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. This position requires a high school diploma or its equivalent with 0-2 years of experience in the field or in a related area.

## **01280 RECEPTIONIST**

This position requires greeting 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. Requires a high school diploma or its equivalent with 0-2 years of experience in the field or in a related area.

## **01310 SECRETARY (Occupational Base)**

This position requires providing principal secretarial support in an office, usually to one individual, and in some cases to the subordinate staff of that individual. The Secretary maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff, works fairly independently receiving a minimum of detailed supervision and guidance, and performs various clerical and secretarial duties requiring knowledge of office routine and an understanding of the organization, programs, and procedures related to the work of the office. Computers may exist in the environment, requiring working knowledge of certain office software programs.

### **SECRETARY LEVEL I**

Performs varied duties including or comparable to the following: a. 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; b. As instructed, maintain supervisor's calendar, make appointments, and arrange for meeting rooms; c. Review materials prepared for supervisor's approval for typographical accuracy and proper format; d. Maintain recurring internal reports such as time and leave records, office equipment listings, correspondence controls, and training plans; e. Requisition supplies, printing, maintenance or other services; type, take and transcribe dictation, create and maintain office files. 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. Requires a high school diploma with 0-2 years of experience in the field or in a related area.

## **SECRETARY LEVEL II**

Duties include or are comparable to the following: a. 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; b. Schedule tentative appointments without prior clearance. Make arrangements for conferences and meetings, and assemble established background materials as directed. May attend meetings, recording and reporting on the proceedings; c. Review outgoing materials and correspondence for internal consistency and conformance with supervisor's procedures; assure that proper clearances have been obtained when needed; d. 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; e. Explain to subordinate staff supervisor's requirements concerning office procedures, coordinate personnel and administrative forms for the office and forwards for processing. 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. This position requires a high school diploma with 2-4 years of experience in the field or in a related area.

## **SECRETARY LEVEL III**

Duties include or are comparable to the following: a. Based on knowledge of the supervisor's views, compose correspondence on own initiative about administrative matters and general office policies for supervisor's approval; b. Anticipate and prepare materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered; c. read publications, regulations, and directives and take action or refer those that are important to the supervisor and staff; d. 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; e. 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. 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. Requires a high school diploma with 5 or more years of experience in the field or in a related area.

## **STENOGRAPHER**

Stenographers take dictation of correspondence, reports and other matter in a form that uses contractions or symbols for full words and transcribes notes. May dictate notes into recording machine for transcription. Refer to "Court Reporter" as benchmark for conformance. The position requires 1-3 years of experience in the field or in a related area.

## **01410 SUPPLY TECHNICIAN**

This position requires performance of limited aspects of technical supply management work (e.g., inventory management, storage management, cataloging, and property utilization) related to depot, local, or other supply activities. Work usually is segregated by commodity area or function, and controlled in terms of difficulty, complexity, or responsibility. Assignments usually relate to stable or standardized segments of technical supply management operations; or to functions or subjects that are narrow in scope or limited in difficulty. The work generally involves individual case problems or supply actions. This work may require consideration of program requirements together with specific variations in or from standardized guidelines. Assignments require: (a) a good working knowledge of the governing supply systems, programs, policies, nomenclature, work methods, manuals, or other established guidelines; (b) an understanding of the needs of the organization serviced; and (c) analytical ability to define or recognize the dimension of the problems involved, to collect the necessary data to establish the facts, and take or recommend action based upon application or interpretation of established guidelines. The position requires a high school diploma or its equivalent with at least 5 years of experience in the field.

## **01420 SURVEY WORKER (Interviewer)**

Survey Workers interview people to obtain information on topics such as public issues or consumer buying habits; contacts people at home, business or by telephone following specified sampling procedures, or approaches them at random on the street. The Survey Worker asks questions relative to items on a form or questionnaire, records answers, assists persons in filling out forms, and may review, sort, classify and file forms according to specified procedures and criteria. This worker may participate in federal, state or local census surveys. The position requires a high school diploma or its equivalent with 0-3 years experience in the field or in a related area.

## **TRANSCRIBING MACHINE OPERATOR**

This position requires the use of a knowledge of transcription, varied functions of different types of software, or a 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 and formatting; and standardizing headings, margins, and indentations. Also transcribes scientific reports, lab analyses, legal proceedings, and similar material from voice tapes or handwritten drafts. This position is cross-referenced to the Word Processor II position. The position requires a high school diploma or its equivalent with 0-2 years of experience in the field or in related area.

## **01530 TRAVEL CLERK (Occupational Base)**

This position requires planning of itinerary and schedules travel accommodations for military and civilian personnel with dependents according to travel orders using knowledge of routes, types of carriers, and travel regulations. This Clerk verifies travel orders to insure costs, availability, and convenience of different types of carriers, selecting the most advantageous route and carrier; notifies personnel of travel dates, baggage limits, and medical and visa requirements, and determines that all clearances have been obtained. The Travel Clerk assists personnel in completing travel forms and other business transactions pertaining to travel, may deliver personnel files and travel orders to persons prior to departure, meet and inform arriving personnel of available facilities and housing and furnish other information, and may arrange for motor transportation for arriving or departing personnel.

### **01531 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 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. This position requires a high school diploma or its equivalent with 0-2 year of experience in the field or in related area.

### **01532 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. This position requires a high school diploma or its equivalent with 2-3 years of experience in the field or in related area.

### **01533 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. The position requires a high school diploma or its equivalent with 3-5 years of experience in the field or in related area.

## **01610 WORD PROCESSOR (Occupational Base)**

This position requires the use of automated systems such as word processing equipment, personal computers, or work stations linked to a larger computer or local area network, to produce a variety of documents such as correspondence, memos, publications, forms, reports, tables and graphs. The Word Processor uses one or more word processing software packages; and, may also perform routine clerical tasks, such as operating copiers, filing, answering telephones, and sorting and distributing mail.

Excluded are: a) Typists using automatic or manual typewriters with limited or no text-editing capabilities; workers in these positions are not typically required to use word processing software packages; b) Key Entry Operators, Accounting Clerks, Sales Clerks, and other clerks who may use automated word processing equipment for purposes other than typing composition; and, c) positions requiring subject-matter knowledge to prepare and edit text using automated word processing equipment.

## **01611 WORD PROCESSOR I**

This position requires the production of 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, and seeks further instructions for assignments requiring deviations from established procedures. The position requires a high school diploma or its equivalent and one year of experience in a related field.

## **01612 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: a) editing and reformatting written or electronic drafts (correcting function codes; adjusting spacing formatting and standardizing headings, margins, and indentations); b) transcribing scientific reports, lab analyses, 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. Position requires a high school diploma or its equivalent with 1-2 years of experience in the field.

## **01613 WORD PROCESSOR III**

This position 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. The position requires a high school diploma or its equivalent with 2-3 years of experience in the field.

## **SIN 736 (13000) – Information and Arts Occupations**

### **13047 LIBRARIAN**

The Librarian maintains library collections of books, serial publications, and documents, audiovisual and other materials. Assists groups and individuals in locating and obtaining materials; furnishes information on library activities, facilities, rules and services; and, explains and assists in use of reference sources such as card or book catalogs, or book and periodical indexes to locate information. This worker issues and receives materials for circulation or use in a library; assembles and arranges displays of books and other library materials; and, maintains reference and circulation materials. The Librarian also answers correspondence on special reference subjects, may compile lists of library materials according to subjects or interests, and may select, order, catalog and classify materials. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Requires a master's degree in library science and a minimum of 4-6 years of experience in the field or in a related area, or a combination of education and experience in the field.

### **13060 MEDIA SPECIALIST (Occupational Base)**

The Media Specialist maintains functionality (expiration dates, incorrect labeling, etc.) for a variety of media sources (tapes, cassettes, microfiche, film, and compact disks/DVDs, etc.) in addition to introduction of new media technology. Troubleshoots and resolves media errors and data processing problems; lower level media specialists focus on preplanned procedures when troubleshooting, while higher level media specialist may deviate from standard operating procedures.

### **13061 MEDIA SPECIALIST I**

The Media Specialist I maintains library of media (tapes, cassettes and microfiche), which presents few difficult data processing problems (e.g. damaged media or misplaced media). In response to data processing problems, this person applies data processing or corrective procedures, refers problems which do not have preplanned procedures, and works under general supervision of the higher-level Media Specialists. Performs routine descriptive cataloging. 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. May require a bachelor's degree and 0-2 years of experience in the field or in a related area.

### **13062 MEDIA SPECIALIST II**

This Specialist maintains a range of media (tapes, cassettes and microfiche). In addition to maintaining the media library and resolving common data processing problems, the incumbent diagnoses and acts on media errors not fully covered by existing procedures and guidelines (e.g., tape, disposition or making mechanical adjustments to maintain or restore media equipment). In response to media error reports, this Worker may deviate from standard procedures if standard procedures do not provide a solution and refers still-unresolved problems to Media Specialist III. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experiences and judgment to plan and accomplish goals. Performs a variety of tasks. A certain degree of creativity and latitude is required. May require a master's degree in library science and 2-4 years of experience in the field or in a related area, or a combination of education and experience in the field.

### **13063 MEDIA SPECIALIST III**

The Media Specialist III adapts to a variety of nonstandard problems that require extensive specialist assistance (e.g., expiration date on media, media internally labeled incorrectly or frequent introduction of new media technology). In response to media error conditions, this Worker chooses or devises a course of action from among processing tanks and dryer, around polished drum, and onto take-up reel. The specialist turns valves to fill tanks with premixed solutions such as developer, dyes, stop-baths, fixers, bleaches, and washes, moves thermostatic control to keep steam-heated drum at specified temperature, and splices sensitized paper to leaders using tape. The specialist then starts machine and throws switches to synchronize drive speeds of processing and drying units, compares processed prints with color standard, reports variations to control department, adds specified amount of chemicals to renew solutions, and maintains production records. 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. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager. May require a master's degree in library science and 4-6 years of experience in the field or in a related area, or a combination of education and experience in the field.

## **SIN 736 2 (14000) – Information Technology Occupations**

### **14040 COMPUTER OPERATOR (Occupational Base)**

The Computer Operator monitors and operates the control console of either a mainframe digital computer or a group of minicomputers, in accordance with operating instructions, to process data. Work is characterized by the following: Studies operating instructions to determine equipment setup needed; loads equipment with required items (tapes, cards, paper, etc.); switches necessary auxiliary equipment into system; diagnoses and corrects equipment malfunctions; reviews error messages and makes corrections during operation or refers problems; and, maintains operating record.

This Operator may test run new or modified programs and assists in modifying systems or programs. Included within the scope of this definition are fully qualified Computer Operators, trainees working to become fully qualified operators, and lead operators providing technical assistance to lower level positions.

### **14041 COMPUTER OPERATOR I**

The Computer Operator I works under close personal supervision and is provided with 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. The position may require an associate's degree or its equivalent with 0-3 years of experience in the field or in a related area.

### **14042 COMPUTER OPERATOR II**

The Computer Operator II processes scheduled routines that present few difficult operating problems (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. The position may require an associate's degree or its equivalent with 2-5 years of experience in the field or in a related area.

### **14043 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 (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. The position may require an associate's degree or its equivalent with 5 years of experience in the field or in a related area.

### **14044 COMPUTER OPERATOR IV**

The Computer Operator IV adapts to a variety of nonstandard problems that require extensive operator intervention (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. This position may require an associate's degree or its equivalent with 5 or more years of experience in the field or in a related area.

### **14045 COMPUTER OPERATOR V**

The Computer Operator V resolves a variety of difficult operating problems (e.g. making unusual equipment connections on 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 ongoing job requirements). In response to computer output instructions and error conditions, or to avoid loss of information or 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. Requires a bachelor's degree or its equivalent with 7 or more years of experience in the field or in a related area.

### **14070 COMPUTER PROGRAMMER (Occupational Base)**

The Computer Programmer performs programming services for establishments or for outside organizations that may contract for services, converts specifications (precise descriptions) about business or scientific problems into a sequence of detailed instructions to solve problems by electronic data processing (EDP) equipment, i.e. digital computers; draws program flow charts to describe the processing of data, and develops the precise steps and processing logic which, when entered into the computer in coded language (COBOL, FORTRAN, or other programming language) will cause the manipulation of data to achieve desired results. The Computer Programmer tests and corrects programs, prepares instructions for operators who control the

computer during runs, modifies programs to increase operating efficiency or to respond to changes in work processes, and maintains records to document program development and revisions.

At levels I, II and III, Computer Programmers may also perform programming analyses such as gathering facts from users to define their business or scientific problems, and to investigate the feasibility of solving problems through new or modified computer programs; developing specifications for data inputs, flow, actions, decisions, and outputs; and participating on a continuing basis in the overall program planning along with other EDP personnel and users. In contrast, at Level IV, some programming analysis must be performed as part of the programming assignment. The analysis duties are identified in a separate paragraph at levels I, II, III, and IV. However, the systems requirements are defined by systems analysts or scientists. Positions are classified into levels based on the following definitions:

### **14071 COMPUTER PROGRAMMER I**

The Computer Programmer I assists higher level staff by performing elementary programming tasks which concern limited and simple data items and steps which closely follow patterns of previous work done in the organization, e.g. drawing flow charts, writing operator instructions, or coding and testing routines to accumulate counts, tallies, or summaries. This worker may perform routine programming assignments (as described in Level II) under close supervision.

In addition to assisting higher level staff, the Computer Programmer I may perform elementary fact-finding concerning a specified work process, e.g., a file of clerical records which is treated as a unit (invoices, requisitions, or purchase orders, etc.) and then report findings to higher level staff. May receive training in elementary fact-finding. Detailed step-by-step instructions are given for each task, and any deviation must be authorized by a supervisor. Work is closely monitored in progress and reviewed in detail upon completion. The position requires a minimum of an associate's degree in a related area and 0-3 years of experience in the field or in a related area.

### **14072 COMPUTER PROGRAMMER II**

At this level, initial assignments are designed to develop competence in applying established programming procedures to routine problems. This Computer Programmer performs routine programming assignments that do not require skilled background experience but do require knowledge of established programming procedures and data processing requirements, and works according to clear-cut and complete specifications. The data are refined, and the format of the final product is very similar to that of the input, or is well defined when significantly different, i.e., there are few, if any, problems with interrelating varied records and outputs.

The Computer Programmer II maintains and modifies routine programs, makes approved changes by amending program flow charts, develops detailed processing logic and coding changes, tests and documents modifications, and writes operator instructions. May write routine new programs using prescribed specifications, and may confer with EDP personnel to clarify procedures, processing logic, etc.

In addition, the Computer Programmer II may evaluate simple interrelationships in the immediate programming area, confer with user representatives to gain an understanding of the situation sufficient to formulate the needed change, and implement the change upon approval of the supervisor or higher level staff. The incumbent is provided with charts, narrative descriptions of the functions performed, an approved statement of the product desired (e.g., a change in a local establishment report), and the inputs, outputs, and record formats. This Worker reviews objectives

and assignment details with higher level staff to insure thorough understanding; uses judgment in selecting among authorized procedures and seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise. Work is usually monitored in progress, and all work is reviewed upon completion for accuracy and compliance with standards. This position requires a minimum of an associate's degree in a related area and 2-5 years of experience in the field or in a related area.

### **14073 COMPUTER PROGRAMMER III**

As a fully qualified Computer Programmer, this Worker applies standard programming procedures and detailed knowledge of pertinent subject matter in a programming area such as a record keeping operation (supply, personnel and payroll, inventory, purchasing, insurance payments, depositor accounts, etc.); a well-defined statistical or scientific problem; or other standardized operation or problem. The incumbent works according to approved statements of requirements and detailed specifications.

While the data are clear cut, related, and equally available, there may be substantial interrelationships of a variety of records and several varied sequences of formats are usually produced. The programs developed or modified typically are linked to several other programs in that the output of one becomes the input for another. This Computer Programmer recognizes probable interactions of other related programs with the assigned program(s) and is familiar with related system software and computer equipment, and solves conventional programming problems. (In small organizations, may maintain programs that concern or combine several operations, i.e. users, or develop programs where there is one primary user and the others give input.)

The Computer Programmer III performs such duties as developing, modifying, and maintaining assigned programs, designing and implementing modifications to the interrelation of files and records within programs in consultations with higher level staff. This Worker monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; implements and/or maintains assigned portions of a scientific programming project, applying established scientific programming techniques to well-defined mathematical, statistical, engineering, or other scientific problems usually requiring the translation of mathematical notation into processing logic and code. (Scientific programming includes assignments such as using predetermined physical laws expressed in mathematical terms to relate one set of data to another; the routine storage and retrieval of field test data, and using procedures for real-time command and control, scientific data reduction, signal processing, or similar areas.) This Programmer tests, documents work, writes and maintains operator instructions for assigned programs, and confers with other EDP personnel to obtain or provide factual data.

In addition, this Programmer may carry out fact-finding and programming analysis of a single activity or routine problem, applying established procedures where the nature of the program, feasibility, computer equipment, and programming language have already been decided. Job tasks may require the incumbent to analyze present performance of the program and take action to correct deficiencies based on discussion with the user and in consultation with and approval of the supervisor or higher-level staff. This Programmer may assist in the review and analysis of detailed program specifications, and in program design to meet changes in work processes.

The Computer Programmer III works independently under specified objectives; applies judgment in devising program logic and in selecting and adapting standard programming procedures, resolves

problems and deviations according to established practices, and obtains advice where precedents are unclear or not available. This Worker may guide or instruct lower level programmers; supervise technicians and others who assist in specific assignments, works on complex programs under close direction of higher level staff or supervisor, and may assist higher level staff by independently performing moderately complex tasks assigned, and performing complex tasks under close supervision. Work at a level above this is deemed Supervisory or Individual Contributor. Completed work is reviewed for conformance to standards, timeliness, and efficiency. The position requires a minimum of an associate's degree in a related area and 4-6 years of experience in the field or in a related area.

#### **14074 COMPUTER PROGRAMMER IV**

The Computer Programmer IV applies expertise in programming procedures to complex programs; recommends the redesign of programs, investigates and analyzes feasibility and program requirements, and develops programming specifications. Assigned programs typically affect a broad multi-user computer system which meets the data processing needs of a broad area (e.g., manufacturing, logistics planning, finance management, human resources, or material management) or a computer system for a project in engineering, research, accounting, statistics, etc. This Programmer plans the full range of programming actions to produce several interrelated but different products from numerous and diverse data elements, which are usually from different sources; solves difficult programming problems, and uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices.

This Programmer performs such duties as: developing, modifying, and maintains complex programs; designs and implements the interrelations of files and records within programs which will effectively fit into the overall design of the project; works with problems or concepts and develops programs for the solution to major scientific computational problems requiring the analysis and development of logical or mathematical descriptions of functions to be programmed; and develops occasional special programs, e.g. a critical path analysis program to assist in managing a special project. This Worker tests, documents, and writes operating instructions for all work, confers with other EDP personnel to secure information, investigate and resolve problems, and coordinates work efforts.

In addition, this incumbent performs such programming analyses as investigating the feasibility of alternate program design approaches to determine the best balanced solution, e.g., one that will best satisfy immediate user needs, facilitate subsequent modification, and conserve resources. Duties include the following: assisting user personnel in defining problems or needs, determining work organization on typical maintenance projects and smaller scale, working on limited new projects, the necessary files and records, and their interrelation with the program or working on large or more complicated projects, and participating as a team member along with other EDP personnel and users, holding responsibility for a portion of the project.

The Computer Programmer IV works independently under overall objectives and direction, apprising the supervisor about progress and unusual complications, and modifying and adapting precedent solutions and proven approaches. Guidelines include constraints imposed by the related programs with which the incumbent's programs must be meshed. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. This Worker may function as team leader or supervise a few lower level programmers or technicians on assigned work. Level IV requires a minimum of an associate's degree in a related area and 5-8 years of experience in the field or in a related area.

## **14100 COMPUTER SYSTEMS ANALYST (Occupational Base)**

The Computer Systems Analyst analyzes business or scientific problems for resolution through electronic data processing, gathers information from users, defines work problems, and, if feasible, designs a system of computer programs and procedures to resolve the problems. This Worker develops complete specifications or enables other Computer Programmers to prepare required programs and analyzes subject-matter operations to be automated; specifies number and types of records, files, and documents to be used and outputs to be produced; prepares work diagrams and data flow charts; coordinates tests of the system and participates in trial runs of new and revised systems; and recommends computer equipment changes to obtain more effective operations. The Computer Systems Analyst may also write the computer programs. Positions are classified into levels based on the following definitions:

### **14101 COMPUTER SYSTEMS ANALYST I**

At this level, initial assignments are designed to expand practical experience in applying systems analysis techniques and procedures. This Analyst provides several phases of the required systems analysis where the nature of the system is predetermined, uses established fact-finding approaches, knowledge of pertinent work processes and procedures, and familiarity with related computer programming practices, system software, and computer equipment.

This Worker carries out fact finding and analyses as assigned, (usually of a single activity or a routine problem); applies established procedures where the nature of the system, feasibility, computer equipment and programming language have already been decided; may assist a higher level systems analyst by preparing the detailed specifications required by computer programmers from information developed by the higher level analyst, and may research routine user problems and solve them by modifying the existing system when the solutions follow clear precedents. When cost and deadline estimates are required, results receive closer review.

The supervisor defines objectives, priorities, and deadlines. Incumbents work independently; adapt guides to specific situations; resolve problems and deviations according to established practices; and obtain advice where precedents are unclear or not available. Completed work is reviewed for conformance to requirements, timeliness, and efficiency. This position may supervise technicians and others who assist in specific assignments. Work at a level above this is deemed Supervisory or Individual Contributor. Requires a bachelor's degree in a related area with 0-3 years of experience in the field or in a related area.

### **14102 COMPUTER SYSTEMS ANALYST II**

This Analyst applies systems analysis and design skills in an area such as a record keeping or scientific operation. A system of several varied sequences or formats is usually developed, e.g. the analyst develops systems for maintaining depositor accounts in a bank, maintaining accounts receivable in a retail establishment, maintaining inventory accounts in a manufacturing or wholesale establishment, or processing a limited problem in a scientific project. This position requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, workload, and practices of the assigned subject-matter area. Job duties require the incumbent to be able to recognize probable interactions of related computer systems and predict impact of a change in assigned system.

The Computer Systems Analyst II reviews proposals which consist of objectives, scope, and user expectations; gathers facts, analyzes data, and prepares a project synopsis which compares alternatives in terms of cost, time, availability of equipment and personnel, and recommends a course of action; upon approval of synopsis, prepares specifications for development of computer programs. Duties also include the ability to determine and resolve data processing problems and coordinate the work with program, users, etc. This worker orients user personnel on new or changed procedures, may conduct special projects such as data element and code standardization throughout a broad system, working under specific objectives and bringing to the attention of the supervisor any unusual problems or controversies.

In this position, the incumbent works independently under overall project objectives and requirements, and appraises supervisor about progress and unusual complications. Guidelines usually include existing systems and the constraints imposed by related systems with which the incumbent's work must be meshed. This worker adapts design approaches successfully used in precedent systems, works on a segment of a complex data processing scheme or broad system, as described for Computer Systems Analyst, level III, works independently on routine assignments and receives instructions and guidance on complex assignments. Work is reviewed for accuracy of judgment, compliance with instructions, and to insure proper alignment with the overall system. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. This analyst may provide functional direction to lower level assistants on assigned work. Requires a bachelor's degree in a related area with 2-5 years of experience in the field or in a related area.

### **14103 COMPUTER SYSTEMS ANALYST III**

The Computer Systems Analyst III applies systems analysis and design techniques to complex computer systems in a broad area such as manufacturing, finance management, engineering, accounting, or statistics, logistics planning, material management, etc. Usually, there are multiple users of the system; however, there may be complex one-user systems, e.g., for engineering or research projects. This position requires competence in all phases of systems analysis techniques, concepts, and methods and knowledge of available system software, computer equipment, and the regulations, structure, techniques, and management practices of one or more subject-matter areas. Since input data usually come from diverse sources, this worker is responsible for recognizing probable conflicts and integrating diverse data elements and sources, and produces innovative solutions for a variety of complex problems.

The Computer Systems Analyst III maintains and modifies complex systems or develops new subsystems such as an integrated production scheduling, inventory control, cost analysis, or sales analysis record in which every item of each type is automatically processed through the full system of records. The incumbent guides users in formulating requirements, advises on alternatives and on the implications of new or revised data processing systems, analyzes resulting user project proposals, identifies omissions and errors in requirements and conducts feasibility studies. This analyst recommends optimum approach and develops system design for approved projects, interprets information and informally arbitrates between system users when conflicts exist. This worker may serve as lead analyst in a design subgroup, directing and integrating the work of one or two lower level analysts, each responsible for several programs. Supervision and nature of review are similar to level II; existing systems provide precedents for the operation of new subsystems. Requires a bachelor's degree in a related area with at least 5 years of experience in the field or in a related area.

## **HELP DESK TECHNICIAN**

Provide trouble shooting and problem solving assistance over the phone, fax, and email. Provide assistance on mainstream problems and baseline applications. This position cross references to Computer Operator III and requires an associate's degree or its equivalent with 2-4 years of experience in the field or in a related area.

## **14150 PERIPHERAL EQUIPMENT OPERATOR**

The Peripheral Equipment Operator operates peripheral equipment that directly supports digital computer operations. Such equipment is uniquely and specifically designed for computer applications, but need not be physically or electronically connected to a computer. Printers, plotters, tape readers, tape units or drives, disk units or drives, and data display units are examples of such equipment.

The following duties characterize the work of a Peripheral Equipment Operator: loads printers and plotters with correct paper; adjusting controls for forms, thickness, tension, printing density, and location; and unloading hard copy; labels tape reels, or disks; checks labels and mounting and dismounting designated tape reels or disks on specified units or drives; sets controls which regulate operation of the equipment; observes panel lights for warnings and error indications and taking appropriate action; examines tapes, cards, or other material for creases, tears or other defects that could cause processing problems.

Excludes workers who monitor and operate a control console or a remote terminal, or whose duties are limited to operating decollators, busters, separators, or similar equipment. Requires an associate's degree or its equivalent and 0-3 years of experience in the field or in a related area.

## **PROGRAM ANALYST**

Functional Responsibility: Position involves configuration management support of information systems. Includes, but is not limited to, configuration control and status accounting, change proposal development and review support, change coordination, and CM data and CM tool maintenance. Knowledge and skill in applying analytical and evaluative techniques to identify, consider, and resolve issues or problems of a procedural or factual nature; Knowledge and skill on the usage of various qualitative or quantitative techniques. Minimum Education/Experience: Bachelors degree in a related specialty. In lieu of a bachelors degree, 5 years of related experience.

## **WEB SUPPORT TECHNICIAN**

Provides all technical aspects of an organization's website. Upgrades and maintains servers, hardware, software, telecommunication connections, e-mail, and security systems. Investigates system errors, performs backups, and ensures user accessibility and site performance. Usually requires a degree in computer science and related technical experience.

## **SIN 736 (15000) – Instructional Occupations**

### **15050 COMPUTER BASED TRAINING SPECIALIST/INSTRUCTOR**

The Computer Based Training Specialist works with courseware production team to design, develop, revise and validate interactive computer based courseware. This specialist uses specialized computer software and/or hardware to develop, integrate and edit instructional text, audio, graphics, animation and video for interactive presentations. This person also uses appropriate programming/branching logic and screen layout and remediation/feedback techniques. The Worker also implements quality control and review and revision procedures throughout the courseware development process. This position requires a minimum of an associate's degree in a related field and 4-6 years of experience, or a combination of education and experience in the field.

### **15080 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. This position requires a bachelor's degree and 0-3 years experience.

## **SIN 736 (21000) – Materials Handling and Packaging**

### **21130 SHIPPING/RECEIVING CLERK**

The Shipping/Receiving Clerk performs clerical and physical tasks in connection with shipping goods of the establishment in which employed and receiving incoming shipments. In performing day-to-day, routine tasks, this worker follows established guidelines. In handling unusual non-routine problems, this worker receives specific guidance from supervisor or other officials. This incumbent may direct and coordinate the activities of other workers engaged in handling goods to be shipped or being received. Shipping duties typically involve the following: verifying that orders are accurately filled by comparing items and quantities of goods gathered for shipment against documents; insuring that shipments are properly packaged, identified with shipping information, and loaded into transporting vehicles, and preparing and keeping records of goods shipped, e.g., manifests, bills of lading. Receiving duties typically involve the following: verifying the correctness of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, manifests, storage receipts, or other records, checking for damaged goods, insuring that goods are appropriately identified for routing to departments within the establishment, and preparing and keeping records of goods received. Requires a high school diploma or equivalent with 0 – 2 years experience.

## **SIN 736 5 (30000) – Technical Occupations**

### **ACCOUNTING SUPPORT**

Applies principles of accounting to analyze financial information and prepare financial reports. Helps audit contracts, orders, and vouchers and prepares reports to substantiate individual

transactions prior to settlement. Helps in implementation of accounting control procedures. May help devise and implement manual or computer-based system for general accounting. May help to prepare balance sheets, profit and loss statements, and other financial reports. Responsibilities also may include analyzing trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Reports organization's finances to management, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts. This position requires a bachelors degree in a related field or 4 years of college with 24 semester hours in accounting, or an equivalent combination of education and experience, plus 2-4 years of experience in accounting or auditing.

## **AUDIT SUPPORT**

Examines and analyzes accounting records, prepares financial reports concerning operating procedures. Verifies journal and ledger entries. Prepares management reports concerning scope of audits, financial conditions found and source and application of finds. Makes recommendations regarding improving operations and financial positions. This position requires a bachelors degree in a related field or 4 years of college with 24 semester hours in accounting, or an equivalent combination of education and experience, plus 2-4 years of experience in accounting or auditing.

## **CONTRACTING SUPPORT**

Assists in the preparation of solicitations including formation of the statement of work. Assists in the evaluation of proposals. Helps to evaluate or monitor contract performances to determine necessity for amendments or extensions of contracts, and compliance to contractual obligations. Maintains and retrieves contract documents as needed. Checks submitted documents for completeness and compliance with federal or state regulations and company policy. Analyzes requests for deviations from contract specifications and delivery schedules. Arbitrates claims or complaints occurring in performance of contracts. May provide alternative methods of dispute resolution. Requires a bachelor's degree in a related area and 2-4 years of work experience.

## **DESKTOP PUBLISHER**

Completes assignments involving word processing, including page layouts, charts and computer graphics utilizing desktop publishing equipment and integrated software packages. Applies knowledge of graphic arts techniques and typesetting. Enters text and graphics into computer to produce printed material such as advertisements, brochures, newsletters and forms. May operate a camera to produce photostat. May operate automatic film developer to process photographs. May assemble art work into paste-up and perform key lining manually. This position may require an associate's degree in applied science or a bachelor's degree in graphic arts, graphic communications, or graphic design, or related field with 0-2 years experience.

## **FINANCIAL ANALYST**

Compiles and analyzes financial information for an organization. Develops integrated revenue/expense analyses, projections, reports, and presentations. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. Identifies trends and developments in competitive environments and presents findings to senior management. Performs financial forecasting and reconciliation of internal accounts. Requires financial experience as it applies to financial cost, accounting, budgeting, planning, and/or forecasting. Efficient with cost analysis, scheduling, budget planning and documentation. Familiar with automated cost reporting and scheduling systems. This position requires a bachelor's degree

in business administration, accounting, statistics, and finance or in a related field with 2-4 years experience.

### **MARKET RESEARCH ANALYST**

Collects and analyzes data to evaluate existing and potential product/service markets. Identifies and monitors competitors and researches market conditions in local, regional or national area to determine potential sales of product or service. Prepares reports and graphic illustrations of findings. This position requires a bachelor's degree in a related field plus 0-2 years experience.

### **OCCUPATIONAL ANALYST**

Researches occupations and analyzes and integrates data to develop and devise concepts of worker relationships, modify and maintain occupational classification system and provide government with technical occupational information necessary for utilization of workforce. Prepares management tools such as personnel distribution reports, organization and flow charts; conducts training and provides technical assistance to promote use of job analysis materials, tools and concepts in areas of curriculum development, career planning, job restructuring, and government and employment training programs. This position requires a bachelor's degree in a related field, plus 2-4 years experience.

### **30360 PARALEGAL/LEGAL ASSISTANT (Occupational Base)**

The Paralegal/Legal Assistant performs a variety of legal assistance duties in an office providing legal assistance to attorneys or litigation teams. The Paralegal Assistant analyzes the legal impact of legislative developments and administrative and judicial decisions, opinions, determinations, and rulings, conducts research for the preparation of legal opinions on matters of interest; performs substantive legal analysis of requests for information under the provisions of various acts; or other similar legal support functions which require discretion and independent judgment in the application of specialized knowledge of laws, precedent decisions, regulations, agency policies, and judicial or administrative proceedings. Such knowledge is less than that represented by graduation from a recognized law school and may have been gained from formalized, professionally instructed agency, educational institution training, or from professionally supervised on-the-job training. While the paramount knowledge requirements of this occupational class are legal, some positions may also require a practical knowledge of subject matter areas related to the agency's substantive programs.

### **30361 PARALEGAL/LEGAL ASSISTANT I**

The Paralegal/Legal Assistant I works under close supervision with required assistance readily available. Persons in this position typically perform the following: a. Consult prescribed sources of information for facts relating to matters of interest to the program; b. Review documents to extract selected data and information relating to specific items; c. Review and summarize information in prescribed format on case precedent and decisions; d. Search and extract legal references in libraries and computer-data banks; e. 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. Requires an associate's degree and 0-2 years of experience in the field or in a related area.

## **30362 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: a. reviews case materials to become familiar with questions under consideration; b. 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; c. 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; d. interviews potential witnesses and prepares summary interview reports for the attorney's review; e. 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 stage; f. prepares and organizes trial exhibits, as required, such as statistical charts and photographic exhibits; g. verifies citations and legal references on prepared legal documents; h. prepares summaries of testimony and depositions; i. drafts and edits non-legal memoranda, research reports and correspondence relating to cases. Requires an associate's degree and 2-5 years of experience in the field or in a related area.

## **30363 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: a. Analyzes and evaluates case files against litigation worthiness standards; b. 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; c. reviews and analyzes available precedents relevant to cases under consideration for use in presenting case summaries to trial attorneys; d. gathers, sorts, classifies, and interprets data to discover patterns of possible discriminatory activity; e. interviews relevant personnel and potential witnesses to gather information; f. reviews and analyzes relevant statistics; g. performs statistical evaluations such as standard deviations, analyses of variance, means, modes, and ranges as supporting data for case litigation; h. consults with statistical experts on reliability evaluations; i. may testify in court concerning relevant data. Requires an associate's degree and 5-8 years of experience in the field or in a related area.

## **30364 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: a. Examines and evaluates information in case files, for case litigation worthiness and appropriate titles of law; b. determines the need for additional information, independent surveys, evidence, and witnesses, and plans a comprehensive approach to obtain this information; c. through on-site visits, interviews, and review of records on operations, looks for and evaluates the relevance and worth of evidence; d. selects, summarizes, and compiles comparative data to examine and evaluate respondent's deficiencies in order to provide evidence of illegal practices or patterns; e. 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; f. identifies types of record keeping systems and types of records maintained which would be relevant. Gathers, sorts, and interprets data from various record systems including computer information systems; g. interviews potential witnesses for information and prepares witnesses for court appearances; h. 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; i. 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; j. may appear in court as a witness to testify concerning exhibits prepared supporting plaintiff's case. Requires an associate's degree in area of specialty and at least 8 years of experience in the field or in a related area.

## **PERSONNEL ANALYST**

Collects, analyzes and prepares occupational information to facilitate personnel, administration and management functions of organization. Consults with management to determine type, scope and purpose of study. Observes jobs and interviews workers and supervisory personnel, analyzes occupational data and develops written summaries of job descriptions, job specifications and lines of career movement. May specialize in classifying positions according to regulated guidelines to meet job classification requirements of civil service system. This position requires a bachelor's degree in a related field, plus 2-4 years experience.

## **PROCUREMENT CLERK**

Compiles information and records to prepare purchase orders for procurement of material for governmental agencies. Verifies nomenclature and specifications of purchase requests. Searches inventory records or warehouse to determine if material on hand is in sufficient quantity. Consults catalogs and interviews suppliers to obtain prices and specifications. Types or writes solicitation and/or invitation-of-bid forms and mails forms to supplier firms or for public posting. Writes or types purchase order and sends copy to supplier and department originating request. Compiles records of items purchased or transferred between departments, prices, deliveries, and inventories. Computes total cost of items purchased, using calculator. Confers with suppliers concerning late deliveries. May compare prices, specifications, and delivery dates. May classify priority regulations. This position cross-references to Order Clerk II, and requires a high school diploma or its equivalent with 2-4 years of experience in the field or in a related area.

## **RESEARCHER**

Carries out research and development activities. Makes detailed observations, analyzes data, and interprets results. Compiles results and prepares technical reports and documentation of outcomes. Analyzes verbal or statistical data to prepare reports and studies for use by professional workers in a variety of areas, such as science, social science, law, medicine or politics. Searches sources including reference works, literature, documents, newspapers and statistical data. Prepares statistical tabulations, using computer or calculator. Writes reports and presents data in formats such as abstracts, bibliographies, graphs, or maps. May interview individuals to obtain data or draft correspondence to answer inquiries. This position requires a bachelor's degree in a related area, plus 2-5 years experience.

## **30460 TECHNICAL WRITER (Occupational Base)**

Under general supervision, the Technical Writer writes and edits technical reports, brochures, and/or manuals for internal documentation, customer reference, or publication. This person researches and analyzes available literature and verifies copy with appropriate departments, and may coordinate production and distribution of materials. Requires a bachelor's degree in a related area and 0-2 years of experience in the field or in a related area.

### **30461 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. This position may require a bachelor's degree in a related area and 0-2 years of experience in the field or in a related area.

### **30462 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. This position may require a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area.

### **30463 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. This position requires a bachelor's degree in a related area and 4-6 years of experience in the field or in a related area.



**Temporary Support Services  
GS-07F-0530N**

**Why Choose IMRG, Inc.?**

IMRG, Inc. founded in April of 1997, is a woman-owned minority business. IMRG, Inc. is a professional outsourcing firm specializing in financial, information technology, benefits administration and business support services. Our senior management is experts in the highly technical and specialized fields of pension benefit administration, accounting, auditing and actuarial services

IMRG, Inc. offers service-oriented solutions that allow our clients to improve their organizational focus. IMRG, Inc. service-oriented solutions offload the daily management of core business functions and allow our clients to concentrate on the aspects of their business that increase revenues and enhance customer and employee satisfaction. We employ a uniquely qualified staff who are experts in their fields and who keep up to date with changes in the marketplace, keeping our clients on the leading edge. IMRG, Inc. offers customized service packages that provide a seamless integration with our clients current systems. IMRG, Inc. offers unique partnership — utilizing our resources to enhance our clients business through collaborative needs assessments and solution development.

**MISSION STATEMENT**

IMRG, Inc.'s mission is to become a recognized leader in management and personnel integration outsourcing in both the public and private sectors. Our goal is to incorporate innovative management solutions into existing systems to maximize effectiveness and efficiency. Our professional staff utilizes a consultative approach and sound management resources to form strategic alliances with federal agencies and private companies.



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**Office Locations**

IMRG, Inc.'s corporate headquarters is located in Lanham, Maryland. This location is convenient to government and commercial clients throughout the Washington, D.C. metropolitan area. We are within fifty minutes of Baltimore, Maryland and the technology corridor of Northern Virginia. In addition to our Maryland office, IMRG, Inc. has offices located in California, Georgia and North Carolina. Our service efforts expand beyond the metropolitan area through partnering relationships with companies throughout the United States.

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