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

GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

Schedule Title: Multiple Award Schedule
Category: D05 Temporary Help Services, Large Category: Office Management – Office Services
SIN: 561320SBSA – Temporary Services (SBSA) (Includes temporary administrative and professional staffing)
Product Service Code(s): R699
Most Recent Mod. #: A812 accepted 06/24/2020
Product Service Code: R699
Contract Number: GS-07F-0693N
Contract Period: 07/22/2018 through 07/21/2023

For more information on ordering from the Federal Supply Schedule for Temporary, Administrative and Professional Services click on the Ordering Procedures button at http://gsa.gov/tempservices

Contractor: HR Staff Management, Inc. DBA ALPHA Services
7455 Arroyo Crossing Parkway
Suite 220
Las Vegas, NV 89113
Phone number: 702-871-5627
Fax number: 702-871-9911
Email: jjones@alphaservicesnv.com
Website: http://www.alphaservicesnv.com

Business Size: Small Business – Economically Disadvantaged Woman-Owned Small Business (EDWOSB)

*Prices shown herein are Net (discount deducted)*
Information for Ordering

1a. Table of Awarded Special Item Numbers (SIN)

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>561320SBSA</td>
<td>Temporary Staffing (SBSA)</td>
</tr>
</tbody>
</table>

1b. Lowest priced model number and price for each SIN: Not Applicable

1c. Hourly rates and description of all corresponding commercial job titles, experience, functional responsibility and education: All hourly rates shown are firm fixed price. See the following price list for hourly rates by labor category. See the Job Description provided after the pricing information.

2. Maximum Order: $250,000.00

3. Minimum Order: $100.00

4. Geographic Coverage: Nationwide

5. Point(s) of Production: Clark County, Las Vegas, NV

6. Discount from List Prices: Not Applicable

7. Quantity Discounts: Available


9a. Government Purchase Cards are accepted at or below the micro-purchase threshold

9b. Government Purchase Cards are not accepted above the micro-purchase threshold

10. Foreign Items: None

11a. Time of Delivery: As negotiated with ordering office

11b. Expedited Delivery: Contact Contractor

11c. Overnight and 2-day delivery: Not Applicable

11d. Urgent Requirements: Not Applicable

12. F.O.B. Points: Not Applicable

13a. Ordering Address: HR Staff Management, Inc. DBA ALPHA Services

7455 Arroyo Crossing Parkway, Suite 220, Las Vegas, NV 89113

13b. Ordering Procedures: The ordering procedures information on Blanket Purchase Agreements (BPS’s) are found in Federal Acquisition Regulation (FAR) 8.405-3

14. Payment Address: P. O. Box 81647, Las Vegas, NV 89180

15. Warranty Provision: Not Applicable

16. Export Packing Charges: Not Applicable

17. Terms and Conditions of Government purchase card acceptance: Not Applicable

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 indicating date of parts price lists and any discounts from list prices: Not Applicable

20a. Terms and Conditions for any other services: Not Applicable

21. List of Service and Distribution Points: Not Applicable

22. List of Participating Dealers (if applicable): Not Applicable

23. Preventive Maintenance (if applicable): Not Applicable

24a. Special Attributes such as environmental attributes (e.g. recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

24b. Section 508 Compliance for EIT: Not Applicable

25. Data Universal Number System (DUNS): 781822382

26. Notification regarding registration in Central Contractor Registration database. ALPHA Services has an Active Registration in the System for Award Management (SAM) database
### GSA Price List

**SIN: 561320SBSA Temporary Staffing (SBSA)**

<table>
<thead>
<tr>
<th>GSA Labor Category</th>
<th>GSA Bill Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Clerk I</td>
<td>$ 27.52</td>
</tr>
<tr>
<td>Accounting Clerk II</td>
<td>$ 30.24</td>
</tr>
<tr>
<td>Accounting Clerk III</td>
<td>$ 38.21</td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td>$ 51.70</td>
</tr>
<tr>
<td>Data Entry Operator I</td>
<td>$ 26.48</td>
</tr>
<tr>
<td>Data Entry Operator II</td>
<td>$ 28.42</td>
</tr>
<tr>
<td>Document Prep. Clerk</td>
<td>$ 26.23</td>
</tr>
<tr>
<td>Duplicating Machine Operator</td>
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</tr>
<tr>
<td>General Clerk I</td>
<td>$ 27.22</td>
</tr>
<tr>
<td>General Clerk II</td>
<td>$ 29.24</td>
</tr>
<tr>
<td>General Clerk III</td>
<td>$ 32.94</td>
</tr>
<tr>
<td>Housing Referral Assistant</td>
<td>$ 42.64</td>
</tr>
<tr>
<td>Maintenance Scheduler</td>
<td>$ 31.95</td>
</tr>
<tr>
<td>Medical Record Clerk</td>
<td>$ 30.98</td>
</tr>
<tr>
<td>Medical Record Technician</td>
<td>$ 34.06</td>
</tr>
<tr>
<td>Medical Transcription</td>
<td>$ 32.98</td>
</tr>
<tr>
<td>Messenger Courier</td>
<td>$ 25.36</td>
</tr>
<tr>
<td>Order Clerk I</td>
<td>$ 27.58</td>
</tr>
<tr>
<td>Order Clerk II</td>
<td>$ 29.62</td>
</tr>
<tr>
<td>Personnel Assistant I</td>
<td>$ 32.06</td>
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<tr>
<td>Personnel Assistant II</td>
<td>$ 35.28</td>
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<tr>
<td>Personnel Assistant III</td>
<td>$ 38.73</td>
</tr>
<tr>
<td>Procurement Technician</td>
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<tr>
<td>Receptionist</td>
<td>$ 26.55</td>
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<tr>
<td>Secretary I</td>
<td>$ 31.95</td>
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<tr>
<td>Secretary II</td>
<td>$ 35.07</td>
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<td>Secretary III</td>
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<tr>
<td>Supply Technician</td>
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<tr>
<td>Survey Worker</td>
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<tr>
<td>Test Proctor</td>
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<tr>
<td>Travel Clerk I</td>
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<td>Travel Clerk II</td>
<td>$ 26.45</td>
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<td>Travel Clerk III</td>
<td>$ 28.12</td>
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<tr>
<td>Word Processor I</td>
<td>$ 28.33</td>
</tr>
<tr>
<td>Word Processor II</td>
<td>$ 31.35</td>
</tr>
<tr>
<td>Word Processor III</td>
<td>$ 34.73</td>
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<tr>
<td>Labor Category</td>
<td>GSA Bill Rate</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td><strong>INFORMATION TECHNOLOGY</strong></td>
<td></td>
</tr>
<tr>
<td>Computer Operator I</td>
<td>$33.20</td>
</tr>
<tr>
<td>Computer Operator II</td>
<td>$36.55</td>
</tr>
<tr>
<td>Computer Operator III</td>
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<tr>
<td>Computer Operator IV</td>
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<td>Computer Operator V</td>
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<tr>
<td>Computer Peripheral Equipment Operator</td>
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<tr>
<td>Computer Programmer I</td>
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<tr>
<td>Computer Programmer II</td>
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<tr>
<td>Computer Programmer III</td>
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</tr>
<tr>
<td>Computer Programmer IV</td>
<td>-</td>
</tr>
<tr>
<td>Computer Systems Analyst I</td>
<td>-</td>
</tr>
<tr>
<td>Computer Systems Analyst II</td>
<td>-</td>
</tr>
<tr>
<td>Computer Systems Analyst III</td>
<td>-</td>
</tr>
<tr>
<td>Personal Computer Support Technician</td>
<td>$44.02</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Bill Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GENERAL SERVICES AND SUPPORT</strong></td>
<td></td>
</tr>
<tr>
<td>Material Handling Laborer</td>
<td>$25.67</td>
</tr>
<tr>
<td>Order Filler</td>
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<tr>
<td>Shipping/Receiving Clerk</td>
<td>$27.53</td>
</tr>
<tr>
<td>Stock Clerk</td>
<td>$30.15</td>
</tr>
<tr>
<td>Warehouse Specialist</td>
<td>$31.87</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Bill Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INFORMATION, ARTS, MISCELLANEOUS</strong></td>
<td></td>
</tr>
<tr>
<td>Cashier</td>
<td>$20.04</td>
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<tr>
<td>Desk Clerk</td>
<td>$22.33</td>
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<tr>
<td>Illustrator I</td>
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</tr>
<tr>
<td>Illustrator II</td>
<td>$42.77</td>
</tr>
<tr>
<td>Illustrator III</td>
<td>$51.14</td>
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<tr>
<td>Librarian</td>
<td>$55.36</td>
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<tr>
<td>Library Aide / Clerk</td>
<td>$26.23</td>
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<tr>
<td>Library Information Technology Systems Administrator</td>
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<tr>
<td>Library Technician</td>
<td>$34.64</td>
</tr>
<tr>
<td>Video Teleconference Technician</td>
<td>$35.38</td>
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</table>

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Bill Rate</th>
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</thead>
<tbody>
<tr>
<td><strong>TECHNICAL AND PROFESSIONAL</strong></td>
<td></td>
</tr>
<tr>
<td>Cartographic Technician</td>
<td>$46.62</td>
</tr>
<tr>
<td>Civil Engineer Technician</td>
<td>$44.30</td>
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<tr>
<td>Computer Based Training Specialist/Instructor</td>
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<tr>
<td>Contract Specialist I</td>
<td>$64.13</td>
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<tr>
<td>Contract Specialist II</td>
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<tr>
<td>Occupation</td>
<td>Salary</td>
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<tr>
<td>----------------------------------------</td>
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</tr>
<tr>
<td>Drafter I</td>
<td>$35.09</td>
</tr>
<tr>
<td>Drafter II</td>
<td>$38.65</td>
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<tr>
<td>Drafter III</td>
<td>$42.49</td>
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<tr>
<td>Drafter IV</td>
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<tr>
<td>Engineering Technician I</td>
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<tr>
<td>Engineering Technician II</td>
<td>$43.28</td>
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<td>Engineering Technician III</td>
<td>$47.82</td>
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<tr>
<td>Engineering Technician IV</td>
<td>$57.97</td>
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<td>Engineering Technician V</td>
<td>$69.77</td>
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<tr>
<td>Engineering Technician VI</td>
<td>$83.32</td>
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<tr>
<td>Environmental Technician</td>
<td>$45.78</td>
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<tr>
<td>Financial Analyst</td>
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<tr>
<td>Graphic Artist</td>
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<tr>
<td>Technical Instructor</td>
<td>$42.33</td>
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<tr>
<td>Laboratory Technician</td>
<td>$39.81</td>
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<tr>
<td>Logistics Management Specialist</td>
<td>$46.31</td>
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<tr>
<td>Market Research Analyst</td>
<td>$48.36</td>
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<tr>
<td>Occupational Analyst</td>
<td>$49.72</td>
</tr>
<tr>
<td>Paralegal/Legal Assistant I</td>
<td>$36.82</td>
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<tr>
<td>Paralegal/Legal Assistant II</td>
<td>$44.39</td>
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<tr>
<td>Paralegal/Legal Assistant III</td>
<td>$53.11</td>
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<tr>
<td>Paralegal/Legal Assistant IV</td>
<td>$63.18</td>
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<tr>
<td>Personnel Analyst</td>
<td>$54.66</td>
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<tr>
<td>Public Affairs Specialist</td>
<td>$55.15</td>
</tr>
<tr>
<td>Technical Writer I</td>
<td>$37.66</td>
</tr>
<tr>
<td>Technical Writer II</td>
<td>$44.93</td>
</tr>
<tr>
<td>Technical Writer III</td>
<td>$53.27</td>
</tr>
</tbody>
</table>

**JOB DESCRIPTIONS**

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Automatic Data Processing, Information Technology Occupations........................Pages 16-22
Material Handling Occupations ................................................................. Pages 23-24
Information and Arts Occupations .....................................................................Pages 24-27
Technical Professional Occupations ....................................................................Pages 27-41
Administrative Support and Clerical Occupations

ACCOUNTING CLERK I

Performs one or more routine accounting clerical operations, such as: examining, verifying and correcting accounting transactions to insure completeness and accuracy of data and proper identification of accounts, and checking that expenditures will not exceed obligations in specified accounts; totaling, balancing, and reconciling collection vouchers; posting data to transaction sheets where employee identifies proper accounts and items to be posted; and coding documents in accordance with a chart (listing) of accounts. Employee follows specific and detailed accounting procedures. Completed work is reviewed for accuracy and compliance with procedures. No degree required.

ACCOUNTING CLERK II

Uses a knowledge of double entry bookkeeping in performing one or more of the following: Posts actions to journals, identifying subsidiary accounts affected and debit and credit entries to be made and assigning proper codes; reviews computer printouts against manually maintained journals, detecting and correcting erroneous postings, and preparing documents to adjust accounting classifications and other data; or reviews lists of transactions rejected by an automated system, determining reasons for rejections, and preparing necessary correcting material. On routine assignments, employee selects and applies established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used are reviewed for technical accuracy. No degree required.

ACCOUNTING CLERK III

Maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include one of both the following: Reviews invoices and statements (verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit, determining accounts involved, coding transactions, and processing material through data processing for application in the accounting system); and/or analyzes and reconciles computer printouts with operating unit reports (contracting units and researching causes of discrepancies, and taking action to ensure that accounts balance). Employee resolves problems in recurring assignments in accordance with previous training and experience. Supervisor provides suggestions for handling unusual or nonrecurring transactions. Conformance with requirements and technical soundness of completed work are reviewed by the supervisor or are controlled by mechanisms built into the accounting system.
ADMINISTRATIVE ASSISTANT

In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.

DATA ENTRY OPERATOR I

Work is routine and repetitive. Under close supervision or following specific procedures or detailed instructions, works from various standardized source documents which have been coded and require little or no selecting, coding or interpreting of data to be entered. Refers to supervisor problems arising from erroneous items, codes or missing information.

DATA ENTRY OPERATOR II

Work requires the application of experience and judgment in selecting procedures to be followed and in searching for, interpreting, selecting, or coding items to be entered from a variety of source documents. On occasion may also perform routine work as described for Level I. Excluded are operators above Level II using key entry controls to access, read, evaluate the substance of specific records to take substantive actions, or to make entries requiring similar level of knowledge.

DOCUMENT PREPARER CLERK

Prepares documents, such as brochures, pamphlets, and catalogs, for microfilming, using paper cutter, photocopying machine, rubber stamps, and other work devices: Cuts documents into individual pages of standard microfilming size and format. Reproduces document pages as necessary to improve clarity or to reduce one or more pages into single page of standard microfilming size, using photocopying machine. Prepares cover sheet and document folder for material and index card for company files indicating information, such as firm name and address, product category, and index code, to identify material. Inserts material to be filmed in document folder and files folder for processing according to index code and filming priority schedule. Experience with basic computer software programs.

DUPLICATING MACHINE OPERATOR

Operates duplicating machines. Adjusts machine for speed, size of paper and flow of process liquid to moistening pad. Starts machine that pulls blank sheets across moistening pad and transfers image from master copy onto sheet. Makes adjustments as required. May type or draw diagram to prepare original copy.
GENERAL CLERK I

Follows a few clearly detailed procedures in performing simple repetitive tasks in the same sequence, such as filing pre-coded documents in a chronological file or operating office equipment, e.g., mimeograph, photocopy, addressograph or mailing machine.

GENERAL CLERK II

Follows a number of 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, simple posting to individual accounts, opening mail, running mail through metering machines, and calculating and posting charges to departmental accounts. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task.

GENERAL CLERK III

Work requires familiarity with the terminology of the office unit. 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.

HOUSING REFERRAL ASSISTANT

Provides housing information to an organization’s employees moving to a new location. Contacts individuals or organizations such as landlords, real estate agents, mobile home dealers, trailer court managers and Chambers of Commerce by phone and correspondence, to obtain listings of rental or sales properties, possible future prospects for housing, and to develop a working relationship with the housing referral service. Compiles listings of houses, apartments and mobile homes which may be rented and properties which may be purchased. Periodically communicates with contacts to update listings. Ensures that property owners are in compliance with nondiscrimination policies. Counsel’s applicants with regard to special circumstances, e.g. medical or financial hardships, and availability of housing that will meet applicant’s needs. Provides information regarding community services, i.e., schools, churches, transportation, hospitals, motels and job information centers. Searches files, places telephone calls and makes referrals. Furnishes information to inquirer interested in home purchase regarding locations, owners, agents, price ranges, loans and other related information. Maintains daily records of office activities, including number of applicants, number placed, and agents solicited or listed. Schedules appointments for housing inspectors. Prepares reports as required and replies to complaints, investigations and letters of inquiry.
MAINTENANCE SCHEDULER

Maintains records of various equipment. Schedules equipment for maintenance according to manufacturers’ specification. May dispatch appropriate personnel depending upon the equipment operated. Answer routine inquiries. Experience using computerized systems.

MEDICAL ASSISTANT

Assists physicians in examination and treatment of patients, and performs clerical tasks related to administration of office. Prepares treatment rooms for examination of patients. Interviews patients; checks pulse, temperature, blood pressure, weight and height. Drapes patients with covering, correctly positions instruments and equipment, hands instruments and materials to doctors as directed. Collects and prepares specimens for shipment to medical laboratories. Takes electrocardiograms, telephones prescriptions to pharmacy, and authorizes refills as directed. Schedules appointments and arranges for hospital admissions and laboratory services. Receives money for bills, completes insurance forms, and maintains financial records. Records and files patient charts and medical records. May use computer to perform administrative duties.

MEDICAL RECORD CLERK

Compiles, verifies and files medical records of hospital or clinic patients and compiles statistics for use in reports and surveys. Prepares folders and maintains records of newly admitted patients. Reviews contents of patients’ medical record folders, assembles into standard order and files according to established procedure. Reviews inpatient and emergency room records to insure presence of required reports and physicians’ signatures and routes incomplete records to appropriate personnel for completion or prepares report of incomplete records to notify administration. Checks list of discharged patients to insure receipt of all current records. Compiles daily and periodic statistical data, such as admissions, discharges, deaths, births and types of treatment rendered. Records diagnoses and treatments including operations performed for use in completing hospital insurance billing forms. May maintain death log. May type and process birth certificate. May assist other workers with coding of records. May make copies of medical records using duplicating equipment. May schedule and post results laboratory tests to records.

MEDICAL RECORD TECHNICIAN

Maintains medical records of hospital and clinic patients. Reviews medical records for completeness and accuracy. Codes diseases, operations, diagnoses and treatments. Compiles medical care and census data for statistical reports. Transcribes medical reports. Maintains indexes on patient, disease, operation and other categories. Directs routine operations of medical records. Maintains flow of medical records and reports to departments. May assist medical staff in special studies or research.
MEDICAL TRANSCRIPTIONIST

Transcribes medical dictation by physicians and other medical practitioners pertaining to patients’ assessments, diagnostics, therapy and other medical reports. Requires a high school diploma or equivalent coursework in medical terminology and two years of related work experience. Prospects must be familiar with standard concepts, practices and procedures within a medical field, to be able to perform a variety of tasks and utilize limited experience and independent judgment to accomplish goals.

MESSENGER COURIER

Drives automobile or light truck to deliver messages, documents, packages and mail to various business concerns or governmental agencies. May transport office personnel and visitors and perform miscellaneous errands such as carrying mail to and from the post office and sorting or opening incoming and outgoing mail. May obtain receipts for articles delivered and keep a log of items received and delivered. May deliver items to offices and departments within an establishment.

ORDER CLERK I

Handles orders involving items which have readily identified uses and applications. May refer to a catalog, manufacturer’s manual or similar document to insure that proper item is supplied or to verify price of ordered item.

ORDER CLERK II

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

PERSONNEL ASSISTANT I

Performs routine tasks which require a knowledge of personnel procedures and rules, such as: providing simple employment information and appropriate lists and forms to applicants or employees on types of jobs being filled, procedures to follow, and where to obtain additional information; ensuring that the proper forms are completed form name changes, locator information, applications, etc. and reviewing completed forms for signatures and proper entries; or maintaining personnel records, contacting appropriate sources to secure any missing items, and posting items such as dates of promotions, transfer, and hire, or rates of pay or personal data. If this information is computerized, outside inquiries for simple factual information, such as verification of dates of employment in response to telephone credit checks or employees, some receptionist or other clerical duties may be performed. May be assigned work to provide training for a higher level position. Detailed rules and procedures are available for all assignments. Guidance and assistance on unusual questions are available at all times. Work is spot checked, often on a daily basis.
PERSONNEL ASSISTANT II

Examines and/or processes personnel action documents using experience in applying personnel procedures and policies. Ensures that information is complete and consistent and determines whether further discussion with applicants or employees is needed or whether personnel information must be checked against additional files or listings. Selects appropriate precedents, rules, or procedures from a number of alternatives. Responds to varied questions from applicants, employees, or managers for readily available information which can be obtained from file material or manuals; responses require skill to secure cooperation in correcting improperly completed personnel documents or to explain regulations and procedures. May provide information to managers on availability of applicants and status of hiring actions; may verify employment dates and places supplied on job applications; may maintain personnel records; and may administer typing and stenography test. Completes routine assignments independently. Detailed guidance is available for situations which deviate from established precedents. Clerks/assistants are relied upon to alert higher level clerks/assistants or supervisor to such situations. Work may be spot checked periodically.

PERSONNEL ASSISTANT III

Serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals and in providing information when it is necessary to consolidate data from a number of sources, often with short deadlines. Screens applicants for obvious rejections. Resolves conflicts in computer listings or other sources of employee information. Locates lost documents or reconstructs information using a number of sources. May check references of applicants when information in addition to dates and places of past work is needed, and judgment is required to ask appropriate routine follow-up questions. May provide guidance to lower level clerks. Supervisory review is similar to Level II. AND/OR performs routine personnel assignments beyond the clerical level, such as: orienting new employees to programs, facilities, rules on time and attendance and leave policies; computing basic statistical information for reports on manpower profiles, EEO progress and accomplishments, hiring activities. Attendance and leave profiles, turnover, etc.; and screening applicants for well-defined positions, rejecting those who do not qualify for available openings for clear cut reasons, referring others to appropriate employment interviewer. Guidance is provided on possible sources of information, methods of work, and types of reports needed. Completed written work receives close technical review from higher level personnel office employees; other work may be checked occasionally.

PROCUREMENT TECHNICIAN

Ensures that services for a variety of database administrative functions are performed for designing, inputting, analyzing, maintaining, reconfiguring, electronic posting and extracting information from multiple data bases and on-line programs to include Procurement and Assistance Data System (PADS), Business Information Decision Support System (BIDSS), Access, etc. Ensure that retrieving and re-filing of contract files and other procurement-related files is performed. Ensures that a process is in place for closing out contract records, including
de-obligating funds, completion of all documentation including missing paper work, required signatures, etc. and disposing of records. Ensures that word processing, typing, printing, reformatting and web postings are preformed. Typical services include: correspondence, word processing, labels, slides, PowerPoint presentations, flowcharts, simplified acquisition file folders, spreadsheets, mailing lists, plans, solicitations, purchase orders, awards and modification documents. Ensures that regular reports and queries are printed. Finalizes Contracting.

RECEPTIONIST

Operates a single position switchboard or console, used with a private branch exchange (PBX) system to relay incoming, outgoing and intra-system calls and acts as a receptionist greeting visitors, determining the nature of their visit and directing them to the appropriate persons. Work may also involve other duties such as recording and transmitting messages, keeping records of calls placed and providing information to callers and visitors making appointment and keeping a log of visitors and issuing visitor passes. May also type and perform other routine clerical work, usually while at the switchboard or console, which may occupy the major portion of the workers time.

SECRETARY

Provides principal secretarial support in an office, usually to one individual, and, in some cases, also to the subordinate staff of that individual. 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. Performs varied 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.

Classification by Level

Secretary jobs which meet the required characteristics are matched at one of five levels according to two factors: (a) Level of the secretary’s supervisor within overall organizational structure, and (b) level of secretary’s responsibility. The table following the explanations of these factors indicates the level of the secretary for each combination of factors.

Level of Secretary’s Supervisor (LS)

Secretaries should be matched with one of the three LS levels below that best describes the organization of the secretary’s supervisor.

Level of Secretary’s Responsibility (LR)

This factor evaluates the nature of the work relationship between the secretary and the supervisor of staff, and the extent to which the secretary is expected to exercise initiative and judgment. Secretaries should be matched at the level best describing their level of responsibility. When a position’s duties span more than on LR level, the introductory paragraph at the beginning of each LR level should be used to determine which of the levels best matches the position. (Typically,
secretaries performing at the higher levels of responsibility also perform duties described at the lower levels.)

SECRETARY I (LS)

Organizational structure is not complex and internal procedures and administrative controls are simple and informal; supervisor directs staff through face-to-face meetings.

SECRETARY I (LR)

Carries out recurring office procedures independently. Selects the guideline or reference which fits the specific case. Supervisor provides specific instructions on new assignments and checks completed work for accuracy. Performs varied duties including or comparable to the following:

• Responds to routine telephone requests which have standard answers; refers calls and visitors to appropriate staff. Controls mail and assures timely staff response; may send form letters;
• As instructed, maintains supervisor’s calendar, makes appointments, and arranges for meeting rooms;
• Reviews materials prepared for supervisor’s approval for typographical accuracy and proper format;
• Maintains recurring internal reports, such as time and leave records, office equipment listings, correspondence controls, and training plans;
• Requisitions supplies, printing, maintenance, or other services. Types, takes and transcribes dictation, and establishes and maintains office files.

SECRETARY II (LS)

Organizational structure is complex and is divided into subordinate groups that usually differ from each other as to subject matter, function, etc.; supervisor usually directs staff through intermediate supervisors; and internal procedures and administrative controls are formal. An entire organization (e.g., division, subsidiary, or parent organization) may contain a variety of subordinate groups which meet the Secretary II definition. Therefore, it is not unusual for one Secretary II supervisor to report to another Secretary supervisor.

The presence of subordinate supervisors does not by itself mean Secretary II applies, e.g., a clerical processing organization divided into several units, each performing very similar work, is placed in Secretary I.

In smaller organizations or industries such as retail trades, with relatively few organizational levels, the supervisor may have an impact on the policies and major programs of the entire organization, and may deal with important outside contacts as described in Secretary III.
SECRETARY II (LR)

Handles differing situations, problems, and deviations in the work of the office according to the supervisor’s general instructions, priorities, duties, policies, and program goals. Supervisor may assist secretary with special assignments. Duties include or are comparable to the following:

- Screens telephone calls, visitors, and incoming correspondence; personally responds to requests for information concerning office procedures; determines which requests should be handled by the supervisor, appropriate staff member or other offices. May prepare and sign routine, non-technical correspondence in own or supervisor’s name;
- Schedules tentative appointments without prior clearance. Makes arrangements for conferences and meetings and assembles established background materials, as directed. May attend meetings and record and report on the proceedings;
- Reviews outgoing materials and correspondence for internal consistency and conformance with supervisor’s procedures; assures that proper clearances have been obtained, when needed;
- Collects information from the files or staff for routine inquiries on office program(s) or periodic reports. Refers non-routine requests to supervisor or staff;
- Explains to subordinate staff supervisor’s requirements concerning office procedures. Coordinates personnel and administrative forms for the office and forwards for processing.

SECRETARY III (LS)

Organizational structure is divided into two or more subordinate supervisory levels (of which at least on is a managerial level) with several subdivisions at each level. Executive’s program(s) are usually interlocked on a direct and continuing basis with other major organizational segments, requiring constant attention to extensive formal coordination, clearances, and procedural controls. Executive typically has: Financial decision-making authority for assigned program(s); considerable impact on the entire organization’s financial position or image; and responsibility for, or has staff specialists in, such areas as personnel and administration for assigned organization. Executive plays an important role in determining the policies and major programs of the entire organization, and spends considerable time dealing with outside parties actively interested in assigned program(s) and current or controversial issues.

SECRETARY III (LR)

Uses greater judgment and initiative to determine the approach or action to take in non-routine situations. Interprets and adapts guidelines, including unwritten policies, precedents, and practices, which are not always completely applicable to changing situations. Duties include or are comparable to the following:

- Based on knowledge of the supervisor’s views, composes correspondence on own initiative about administrative matters and general office policies for supervisor’s approval;
- Anticipates and prepares materials needed by the supervisor for conferences, correspondence, appointments, meetings, telephone calls, etc., and informs supervisor on matters to be considered;
- Reads publications, regulations, and directives and takes action or refers those that are important to the supervisor and staff;
• Prepares special or on-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;
• Advises secretaries in subordinate offices on new procedures; requests information needed from the subordinate office(s) for periodic or special conferences, reports, inquiries, etc. Shifts clerical staff to accommodate workload needs.

SUPPLY TECHNICIAN

Receives, stores, and issues equipment, material, supplies, merchandise, foodstuffs, or tools, and compiles stock records in stockroom, warehouse, or storage yard: Counts, sorts, or weighs incoming articles to verify receipt of items on requisition or invoices. Examines stock to verify conformance to specifications. Stores articles in bins, on floor, or on shelves, according to identifying information, such as style, size, or type of material. Fills orders or issues supplies from stock. Prepares periodic, special, or perpetual inventory of stock. Requisitions articles to fill incoming orders. Compiles reports on use of stock handling equipment, adjustments of inventory counts and stock records, spoilage of or damage to stock, location changes, and refusal of shipments, and required space. May move or transport material or supplies to other departments, using hand or industrial truck. May maintain inventory and other stock records, using computer system.

SURVEY WORKER

Interviews people to obtain information on topics such as public issues or consumer buying habits. Contacts people at home or place of business or by telephone following specified sampling procedures, or approaches them at random on the street. Asks questions relative to items on form or questionnaire, records answers, and assists person in filling out forms. May review, sort, classify and file forms according to specified procedures and criteria. May participate in federal, state or local census surveys.

TEST PROCTOR

Administer, supervises or proctors tests. Administers make-up tests in conjunction with civilian institution programs when it has been clearly established that the student could not be present for normal in-class testing because of duty conflicts or health reasons. Testing materials are controlled items and will be handled, stocked, safeguarded and administered in strict compliance with applicable regulations.

TRAVEL CLERK I

Under close supervision or following strict and detailed instructions, arranges travel on one and sometimes two modes of transportation. Travel is almost always recurrent by the same modes, carriers, routes and same major points of origin and destination, seldom involving special transportation privileges or requiring special allowances or planning for supplemental transportation facilities. When such services are required, they do not occur in such a variety or with such frequency as to create problems of timing or coordination.
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 who service the area maintain local facilities or publish information regularly. Single carriers or connecting carriers have schedules that are easily coordinated through the use of readily obtainable timetables or guides. Travel is frequently recurrent. A substantial number of problems arise as a result 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 sequence to effectively accomplish the work. The majority of assignments are performed without technical assistance, but referred to the supervisor before decision or commitment. Review of work is for compliance with regulatory guides and program policies and for soundness of decisions and conclusions.

TRAVEL CLERK III

At this level, all major modes of transportation are used, and 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 re-routting, 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 responsible as the principal point of liaison with other elements and with carriers and other facilities.

WORD PROCESSOR I

Produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals. Performs familiar, routine assignments following standard procedures. Seeks further instructions for assignments requiring deviations from established procedures.
WORD PROCESSOR II

Uses knowledge of varied and advanced functions of one software type, knowledge of varied functions of different types of software, or knowledge of specialized or technical terminology to perform such typical duties as:

Editing and reformatting written or electronic drafts. Examples include: Correcting function codes; adjusting spacing and formatting; and standardizing headings, margins, and indentations.

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.

WORD PROCESSOR III

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

Information Technology Occupations

COMPUTER OPERATOR I

Works under close personal supervision and is provided detailed written or oral guidance before and during assignments. As instructed, resolves common operating problems. May serve as an assistant operator working under close supervision or performing a portion of a more senior operator's work.

COMPUTER OPERATOR II

Processes scheduled routines which present few difficult operating problems (e.g., infrequent or easily resolved error conditions). In response to computer output instructions or error conditions, applies standard operating or corrective procedure. Refers problems which do not respond to preplanned procedure. May serve as an assistant operator, working under general supervision.
COMPUTER OPERATOR III

Processes a range of scheduled routines. In addition to operating the system and resolving common error conditions, diagnoses and acts on machine stoppage and error conditions not fully covered by existing procedures and guidelines (e.g., resetting switches and other controls or making mechanical adjustments to maintain or restore equipment operations). In response to computer output instructions or error conditions, may deviate from standard procedures if standard procedures do not provide a solution. Refers problems which do not respond to corrective procedures.

COMPUTER OPERATOR IV

Adapts to a variety of nonstandard problems which require extensive operator intervention (e.g., frequent introduction of new programs, applications, or procedures). In response to computer output instructions or error conditions, 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. Typically, completed work is submitted to users without supervisory review.

COMPUTER OPERATOR V

Resolves a variety of difficult operating problems (e.g., making unusual equipment connections and rarely used equipment and channel configurations to direct processing through or around problems in equipment, circuits, or channels or reviewing test run requirements and developing unusual system configurations that will allow test programs to process without interfering with ongoing job requirements). In response to computer output instructions and error conditions or to avoid loss of information or to conserve computer time, operator deviates from standard procedures. Such actions may materially alter the computer unit's production plans. 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 in resolving problems.

COMPUTER PERIPHERAL EQUIPMENT OPERATOR

Operates computer peripheral equipment, such as printer, plotter, scanner, document reader-sorter to transfer data to and from computer and to convert data from one format to another. Reads instructions and schedules, such as schedule of documents to be printed, or receives instructions from supervisor. Mounts disks, loads paper in printer, checks other documents in optical character reader, sets guides, keys and switches, enters commands into computer, using computer terminal and performs other tasks, to start and operate peripheral machines. Observes machine operation and error lights on machines to detect malfunction. Observes materials printed for defects, such as creases and tears. Unloads and labels end product for delivery to other workers or computer library.
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. May perform routine programming assignments (as described in Level II) under close supervision.

In addition, to assist higher level staff, 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.); reports 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.

COMPUTER PROGRAMMER II

At this level, initial assignments are designed to develop competence in applying established programming procedures to routine problems. Performs routine programming assignments that do not require skilled background experience but do require knowledge of established programming procedures and data processing requirements. 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.

Maintains and modifies routine programs. Makes approved changes by amending program flow charts, developing detailed processing logic, and coding changes. Tests and documents modifications and writes operator instructions. May write routine new programs using prescribed specifications; may confer with EDP personnel to clarify procedures, processing logic, etc.

In addition, may evaluate simple interrelationships in the immediate programming area, e.g., whether a contemplated change in one part of a simple program would cause unwanted results in a related part; confers with user representatives to gain an understanding of the situation sufficient to formulate the needed change; and implements 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.

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; all work is reviewed upon completion for accuracy and compliance with standards.
COMPUTER PROGRAMMER III

As a fully qualified computer programmer, applies standard programming procedures and detailed knowledge of pertinent subject matter (e.g., work processes, governing rules, clerical procedures, etc.) 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. 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. Recognizes probable interactions of other related programs with the assigned program(s) and is familiar with related system software and computer equipment. Solves conventional programming problems. (In small organizations, may maintain programs which concern or combine several operations, i.e., users, or develop programs where there is one primary user and the others give input.)

Performs such duties as: develops, modifies, and maintains assigned programs; designs and implements modifications to the interrelation of files and records within programs in consultations with higher level staff; monitors the operation of assigned programs and responds to problems by diagnosing and correcting errors in logic and coding; and 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.) Tests and documents work and write and maintain operator instructions for assigned programs. Confers with other EDP personnel to obtain or provide factual data.

In addition, 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. May analyze present performance of the program and take action to correct deficiencies based on discussion with the user and consultation with and approval of the supervisor or higher level staff. May assist in the review and analysis of detailed program specifications and in program design to meet changes in work processes.

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. Completed work is reviewed for conformance to standards, timeliness, and efficiency. May guide or instruct lower level programmers; may supervise technicians and others who assist in specific assignments. Works on complex programs under close direction of higher level staff.
or supervisor. May assist higher level staff by independently performing moderately complex tasks assigned, and performing complex tasks under close supervision.

**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. 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. Uses knowledge of pertinent system software, computer equipment, work processes, regulations, and management practices.

Performs such duties as: develops, modifies, 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; working with problems or concepts, 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. Tests, documents, and writes operating instructions for all work. Confers with other EDP personnel to secure information, investigate and resolve problems and coordinate work efforts.

In addition, performs such programming analysis 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; on typical maintenance projects and smaller scale, limited new projects, assisting user personnel in defining problems or needs and determining work organization, the necessary files and records, and their interrelation with the program; or on large or more complicated projects, participating as a team member along with other EDP personnel and users and having responsibility for a portion of the project.

Works independently under overall objectives and direction, apprising the supervisor about progress and unusual complications. Modifies and adapts 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. May function as team leader or supervise a few lower level programmers or technicians on assigned work.
COMPUTER SYSTEMS ANALYST I

At this level, initial assignments are designed to expand practical experience in applying systems analysis techniques and procedures. 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.

Carries out fact finding and analysis 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, 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. May supervise technicians and others who assist in specific assignments.

COMPUTER SYSTEMS ANALYST II

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., 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. Requires competence in most phases of system analysis and knowledge of pertinent system software and computer equipment and of the work processes, applicable regulations, work load, and practices of the assigned subject-matter area. Recognizes probable interactions of related computer systems and predicts impact of a change in assigned system.

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; and upon approval of synopsis, prepares specifications for development of computer programs. Determines and resolves data processing problems and coordinates the work with program, users, etc.; 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.

Works independently under overall project objectives and requirements; apprises 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.
Adapts design approaches successfully used in precedent systems. Completed work is reviewed for timeliness, compatibility with other work, and effectiveness in meeting requirements. May provide functional direction to lower level assistants on assigned work.

OR

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.

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. 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 is responsible for recognizing probable conflicts and integrating diverse data elements and sources. Produces innovative solutions for a variety of complex problems.

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. 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; recommends optimum approach and develops system design for approved projects. Interprets information and informally arbitrates between system users when conflicts exist. 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.

PERSONAL COMPUTER SUPPORT TECHNICIAN

Provides support to distributed PC/networking environment including installation, testing, repair, and troubleshooting for stand-alone PCs, PCs linked to networks, printers, and other computer peripherals. Support responsibilities include software installation, and configurations. Performs technical, operational, and training support to users of personal computers either by telephone, or on-site for PC desktop hardware and software packages. Job duties require technician to install and test personal computers, printers, and other peripherals, configure operating system, load shrink-wrap programs and other application software programs. In this position, the incumbent troubleshoots computer problems, performs hardware and software diagnostics, coordinates
needed repairs, resolves computer system problems, including coordination between users and components of a local area network, and participates in the evaluation of system configuration and software.

736.1 **Material Handling Occupations**

**MATERIAL HANDLING LABORER**

Performs physical tasks to transfer or store materials or merchandise. Duties involve one or more of the following: manually loading or unloading freight cars, trucks or other transporting devices; unpacking, shelving or placing items in proper storage locations; or transporting goods by hand truck, cart or wheelbarrow. Excluded from this definition are workers whose primary function involves: participating directly in the production of goods (e.g., moving items from one production station to another or placing them on or removing them from the production process); stocking merchandise for sale; routing or routing merchandise; operating a crane or heavy-duty motorized vehicle such as a forklift or truck; or traveling on truck beyond the establishments physical location to load or unload merchandise.

**ORDER FILLER**

Fills shipping or transfer orders for finished goods from stored merchandise in accordance with specifications on sales slips, customer’s orders or other instructions. May, in addition to filling orders and indicating items filled or omitted, keep records of outgoing orders, requisition additional stock or report short supplies to supervisor, and perform other related duties.

**SHIPPING/RECEIVING CLERK**

Performs physical and clerical tasks in connection with shipping goods of the establishment in which employed and receiving incoming shipments. In performing day-to-day, routine tasks, follows established guidelines. In handling unusual non-routine problems, receives specific guidance from supervisor or other officials. 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; ensuring 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, etc. Receiving duties typically involve the following: verifying the correctness of incoming shipments by comparing items and quantities unloaded against bills of lading, invoices, manifest, storage receipts, or other records; checking for damaged goods; ensuring that goods are appropriately identified for routing to departments within the establishment; preparing and keeping records of goods received.

**STOCK CLERK**

receives, stores and issues equipment, materials, supplies, merchandise, foodstuffs, or tools, and compiles stock records of items in stockroom, warehouse or storage yard. Counts, sorts or
Weighs incoming articles to verify receipt of items on requisition form or invoice. Examines stock to verify conformance to specifications. Stores articles in bins, on floor or on shelves, according to identifying information, such as size, style or type of material. Fills orders or issues supplies from stock. Prepares periodic, special or perpetual inventory of stock. Requisitions articles to fill incoming orders. Compiles reports on use of stock handling equipment, adjustments of inventory counts and stock records, spoilage of or damage to stock, location changes and refusal of shipments. May mark identifying codes, figures, or letters on articles. May distribute stock among production workers, keeping records of material issued. May make adjustments or repairs to articles carried in stock. May cut stock to site to fill order.

**WAREHOUSE SPECIALIST**

As directed, performs a variety of warehouse duties which require and understanding of the establishment’s storage plan. Work involves most of the following: verifying materials (or merchandise) against receiving documents, noting and reporting discrepancies and obvious damages; routing materials to prescribed storage locations; storing, stacking or palletizing materials in accordance with prescribed storage methods; rearranging and taking inventory of stored materials; examining stored materials and reporting deterioration and damage; removing material from storage and preparing it for shipment. May operate hand or power trucks in performing warehouse duties. Exclude workers whose primary duties involve shipping and receiving work (see Shipping/Receiving Clerk), order filling (see Order Filler) or operating forklifts (see Forklift Operator).

**Information and Arts Occupations**

**CASHIER**

Receives cash from customers or employees in payment for goods or services and records amounts received. Re-computes or computes bill, itemized lists, and tickets showing amount due, using adding machine or cash register. Makes change, cashes checks, and issues receipts or tickets to customers. Records amounts received and prepare reports of transactions. Reads and records totals shown on cash register tape and verifies against cash on hand. May make credit card transactions. May be required to know value and features of items for which money is received. May cash refunds or issue credit memorandums to customers for returned merchandise. May operate ticket-dispensing machine. May sell candy, cigarettes, gum and gift certificates, and issue trading stamps. Usually employed in restaurants, cafeterias, theaters, retail stores, and other establishments.

**DESK CLERK**

Performs any combination of the following duties for guests of hotel, motel, or other lodging facility; Registers and assigns rooms to guests. Issues and receives room keys. Date-stamps, sorts, and racks incoming mail and messages. Receives and transmits messages, using equipment such as telephone switchboard, console, telegraph, and Teletype. Answers inquiries pertaining to establishment services, shopping, dining, entertainment, and travel directions. Keeps records of room availability and guests’ accounts. Computes bill, collects payment, and makes change for
guests. Makes and confirms room reservations. May post charges such as room, food, liquor, or telephone to cash books by hand or machine. May make restaurant, transportation, or entertainment reservations, and arrange for tours. May deposit guests’ valuables in safe or safe-deposit box. May sell tobacco, candy, and newspapers.

**ILLUSTRATOR I**

Duties require the ability to use common media such as tempera, oils, pen-and-ink, or pencil with average skill. Copies drawings, either by tracing or freehand. Applies coloring or wash to line drawings; letters by hand or by use of templates; and does detail or background work on illustrations which have been prepared by an illustrator of higher skill.

When working with specific subjects and technical equipment, acquires basic knowledge of subject matter field and develops information about the field of work that will be illustrated. When working in the general fields of illustrating, acquires necessary information about subject of illustrations or applies general knowledge to the subject.

**ILLUSTRATOR II**

This worker usually is assigned to projects involving several of the common art media such as pen-and-ink, pencil, tempera, wash, oils, and airbrush over a period of time. These projects require the illustrator to be proficient in the use of these media and in executing acceptable drawings in many styles. Generally speaking, Illustrator II executes drawings that have been conceived by others and presented in the form of rough sketches.

Does not exercise an extensive knowledge of the subject matter involved when preparing medical, scientific or technical equipment illustrations. Acquires information about the subject assigned to illustrate and develop a background of subject matter knowledge through carrying out these illustrating assignments. However, the kind of illustrating work assigned does not require an extensive prior knowledge about the subjects illustrated.

**ILLUSTRATOR III**

The projects to which this worker is assigned usually involve several of the common art media (as in the case of Illustrator II), but the illustrations themselves typically require a higher degree of skill in the use of many of the media. This degree of skill is required because (a) the speed with which the illustration must be completed requires the ability to work quickly and competently in order to produce an acceptable finished product within the available time limit; (b) the illustration calls for the use of fine detail, special artistic effects, or an unusual use of the chosen medium; or (c) the method of reproduction, the use to which the illustration is to be put, or the information or artistic results desired calls for exceptional care and skill in the use of the medium.

The themes illustrated may be either concrete in nature or they may represent ideas and abstract concepts. The illustrations differ from those typical of Illustrator II in that they are expected to
interpret the publications, chart, poster, or exhibit in which they appear, while Illustrator II presents factual rather than interpretative material.

Illustrator III is required to have knowledge of a specialized subject matter field such as medicine, science, or technical equipment. Prepares illustrations that are designed to reproduce the appearance of specific medical or scientific specimens or of pieces of technical equipment.

LIBRARIAN

Maintains library collections of books, serial publications, documents, audiovisual, and other materials, and assists groups and individuals in locating and obtaining materials. Furnishes information on library activities, facilities, rules and services. Explains and assists in use of reference sources, such as card or book catalog or book and periodical indexes to locate information. Describes or demonstrates procedures for searching catalog files. Searches catalog files and shelves to locate information. Issues and receives materials for circulation or for use in library. Assembles and arranges displays of books and other library materials. Maintains reference and circulation materials. Answers correspondence on special reference subjects. May compile list of library materials according to subject or interests, using computer. May select, order, catalog, and classify materials. May prepare or assist in preparation of budget.

LIBRARY AIDE / CLERK

Works under the supervision of Librarian and Library Technician at the main circulation desk following simple repetitive tasks including; issuing library cards, explaining library rules and borrowing procedures, recording information such as reports of lost or damaged items, requests for materials, and overdue materials and refers this information to Library Technician or Librarian. This worker contacts borrowers by telephone or issuing overdue notices, shelves books, magazines, and other materials under supervision of Library Technician or Librarian, accesses and enters limited routine information in a few screens of automated database, performs routine clerical duties such as referring callers or visitors to appropriate staff, and assists Library Technician with processing duties such as labeling and stamping and preparing materials such as posters or lists for events.

LIBRARY INFORMATION TECHNOLOGY SYSTEMS ADMINISTRATOR

Administers and supports daily operational requirements of library and information computer network systems including workstation, file servers, and web servers. Duties typically involve the installation of hardware, software, systems upgrades, network accounts, network security, and web page design, interface and updates, planning and implementing long-range automation plan, period reports, and local system design documentation. Trains staff on software applicable to their position, assists patrons with information technology, and provides instruction on computers and applications.
LIBRARY TECHNICIAN

Provides information service, such as answering questions regarding card catalogs, and assists in the use of bibliographic tools, such as Library of Congress catalog. Performs routine cataloging of library materials. Files cards in catalog drawers according to system used. Answers routine inquiries, and refers persons requiring professional assistance to Librarian. Verifies bibliographic information on order requests. Works or directs workers in maintenance of stacks or in section of department or division, such as ordering and receiving section of acquisitions department, card preparation activities in catalog department, or limited loan or reserve desk operation of circulation department.

VIDEO TELECONFERENCE TECHNICIAN

Operates video teleconferencing equipment including powering up teleconferencing equipment, checking equipment for proper operation, setting audio levels, positioning camera functions, performing secure or non-secure setup; operate or assist in operating session control panel, studio control unit, and high-resolution graphics. Provide assistance to users in conducting video teleconference sessions, which may include conference preparation, and monitor VTC equipment and system performance, reporting equipment and network problems to appropriate parties for maintenance or repair. Responsibilities may include operation of briefing computers, projectors of other audiovisual equipment in conjunction with video teleconferencing services; may include scheduling video teleconferencing sessions, training personnel in operation of video teleconferencing equipment, and other audiovisual equipment associated with video teleconferencing services.

Technical and Professional Occupations

CARTOGRAPHIC TECHNICIAN

Analyzes source data and prepares mosaic prints, contour maps, profile sheets, and related cartographic materials requiring technical mastery of photogrammetric techniques and principles: Prepares original maps, charts and drawings, from aerial photographs, and survey data and applies standard mathematical formulas and photogrammetric techniques to identify, scale and orient geodetic points, elevations, and other planimetric or topographic features and cartographic detail. Graphically delineates aerial photographic detail, such as control points, hydrography, topography and cultural features, using precision stereoplotting apparatus or drafting instruments. Revises existing maps and charts and corrects maps in various stages of compilation.

CIVIL ENGINEER TECHNICIAN

Assists CIVIL ENGINEER in application of principles, methods, and techniques of civil engineering technology; Review project specifications and confers with CIVIL ENGINEER concerning assistance required, such as plan preparation, acceptance testing, evaluation of field conditions, design changes, and reports. Conducts materials testing and analysis, using tools and equipment and applying engineering knowledge necessary to conduct tests. Prepares reports
detailing tests conducted and results. Surveys project sites to obtain and analyze topographical details of sites, using maps and surveying equipment. Drafts detailed dimensional drawings, such as those needed for highway plans, structural steel fabrication and water control projects. Calculates dimensions, profile specifications, and quantities of materials such as steel, concrete, and asphalt, using calculator. Inspects construction site to determine conformance of site to design specifications. May assist engineers to ensure that construction and repair of water and wastewater treatment systems meet pollution control requirements.

COMPUTER BASED (CB) TRAINING SPECIALIST

Works with courseware production team to design, develop, revise and validate interactive computer based coursework. This specialist uses specialized computer software and/or hardware to develop, integrate and edit instructional text, audio, graphics, animation and video for interactive presentations. Uses appropriate programming/branching logic and screen layout and remediation/feedback techniques. Implements quality control and review and revision procedures throughout the courseware development process.

CONTRACT SPECIALIST I

Assists in the development of specifications for equipment, material, supplies and services. Assists with the preparation of synopsis sheets or other documents. Prepares support cost analysis and estimates. Prepares supply requisition and other acquisition documents. May maintain financial data. May prepare and present cash forecasts. Assists with the drafting, amending or vetting of procurement instruments. Compiles and analyses cost/pricing data. May track and ensure approval of Purchase Orders. May maintain historical information. Prepares and disseminates information regarding contract status.

Individuals employed under this job classification are prohibited in accordance with FAR 7.503 from performing inherently Government Functions. The following is a list of examples of functions considered to be inherently governmental or which shall be treated as such. This list is not all inclusive:

(i) Determining what supplies or services are to be acquired by the Government (although the agency may give contractors authority to acquire supplies at prices within specified ranges and subject to other reasonable conditions deemed appropriate by the Agency);
(ii) Participating as a voting member on any source selection boards;
(iii) Approving any contractual documents, to include documents defining requirements, incentive plans, and evaluation criteria;
(iv) Awarding contracts;
(v) Administering contracts (including ordering changes in contract performance or contract quantities, taking action based on evaluations of contractor’s performance;
(vi) Terminating contracts;
(vii) Determining whether contract costs are reasonable allocable, and allowable; and
(viii) Participating as a voting member on performance evaluation boards.
The following is found under FAR 37.114 entitled Special Acquisition Requirements. Please read the entire part, but please pay special attention to paragraph (c) 1.

Contracts for services, which require the contractor to provide advice, opinions, recommendations, ideas, reports, analyses, or other work products, have the potential for influencing the authority, accountability, and responsibilities of the Government officials. These contracts require special management attention to ensure that they do not result in performance of inherently governmental functions by the contractor and that Government officials properly exercise their authority. Agencies must ensure that:

(a) A sufficient number of qualified Government employees are assigned to oversee contractor activities, especially those that involve support of Government policy or decision making. During performance of service contracts, the functions being performed shall not be changed or expanded to become inherently governmental.

(b) A greater scrutiny and an appropriate enhanced degree of management oversight is exercised when contracting for functions that are not inherently governmental but closely support the performance of inherently governmental functions (see 7.503 (c)).

CONTRACT SPECIALIST II

Develops Acquisition Plans and other procurement justification and approval documentation for review by government contracting officials. Communicates, orally and in writing with personnel and officials, vendors and contractors to obtain and provide technical information to explain approved purchasing and contracting procedures and policies. Conducts market studies or research when required. Prepares statement of work, statement of objectives and other pre-award documents, and develops performance measures for contracts. May write position papers. Collects, tabulates, analyzes and evaluates information related to technical specifications, bids, proposals, vendor/contractor performance, product and service costs for Contracting Officer. Plans and assists in pre-bid/pre-proposal meetings, bid openings and vendor performance meetings. Prepares independent cost estimates, which are the government’s own estimates of the cost of a proposed acquisition. Assists government officials in discussions with bidders on specific procurements and prepares final contract documents.

Individuals employed under this job classification are prohibited in accordance with FAR 7.503 from performing inherently Government Functions. The following is a list of examples of functions considered to be inherently governmental or which shall be treated as such. This list is not all inclusive:

(i) Determining what supplies or services are to be acquired by the Government (although the agency may give contractors authority to acquire supplies at prices within specified ranges and subject to other reasonable conditions deemed appropriate by the Agency);

(ii) Participating as a voting member on any source selection boards;

(iii) Approving any contractual documents, to include documents defining requirements, incentive plans, and evaluation criteria;

(iv) Awarding contracts;

(v) Administering contracts (including ordering changes in contract performance or contract quantities, taking action based on evaluations of contractor’s performance;
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(a) A sufficient number of qualified Government employees are assigned to oversee contractor activities, especially those that involve support of Government policy or decision making. During performance of service contracts, the functions being performed shall not be changed or expanded to become inherently governmental.
(b) A greater scrutiny and an appropriate enhanced degree of management oversight is exercised when contracting for functions that are not inherently governmental but closely support the performance of inherently governmental functions (see 7.503 (c)).

DRAFTER I

Prepares drawings of simple, easily visualized structures, systems, parts or equipment from sketches or marked-up prints. Selects appropriate templates or uses a compass and other equipment needed to complete assignments. Drawings fit familiar patterns and present few technical problems. Supervisor provides detailed instructions on new assignments, gives guidance when questions arise, and reviews completed work for accuracy.

Typical assignments include:
- From marked-up prints, revises the original drawings of a plumbing system by increasing pipe diameters.
- From sketches, draws building floor plans, determining size, space and arrangement of freehand lettering according to scale.
- Draws simple land profiles from predetermined structural dimensions and reduced survey notes.
- Traces river basin maps and enters symbols to denote stream sampling locations, municipal and industrial waste discharges, and water supplies.

DRAFTER II

Prepares various drawings of such units as construction projects or parts and assemblies, including various views, sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Work requires use of most of the conventional drafting techniques and a working knowledge of the terms and procedures of the occupation. Makes arithmetic computations using standard formulas. Familiar or recurring work is assigned in general terms.
Unfamiliar assignments include information on methods, procedures, sources of information, and precedents to follow. Simple revisions to existing drawings may be assigned with a verbal explanation of the desired results. More complex revisions are produced from sketches or specifications which clearly depict the desired product.

Typical assignments include:
- From a layout and manual references, prepares several views of a simple gear system. Obtains dimensions and tolerances from manuals and by measuring the layout.
- Prepares and revises detail and design drawings for such projects as the construction and installation of electrical or electronic equipment, plant wiring, and the manufacture and assembly of printed circuit boards. Drawings typically include details of mountings, frames, guards, or other accessories; conduit layouts; or wiring diagrams indicating transformer sizes, conduit locations and mountings.
- Draws base and elevation views, sections, and details of new bridges or other structures; revises complete sets of roadway drawings for highway construction projects; or prepares block maps, indicating water and sewage line locations.

**DRAFTER III**

Prepares complete sets of complex drawings which include multiple views, detail drawings, and assembly drawings. Drawings include complex design features that require considerable drafting skill to visualize and portray. Assignments regularly require the use of mathematical formulas to draw land contours or to compute weights, center of gravity, load capacities, dimensions, quantities of material, etc. Works from sketches, models, and verbal information supplied by an engineer, architect, or designer to determine the most appropriate views, detail drawings, and supplementary information needed to complete assignments. Selects required information from precedents, manufacturers’ catalogs, and technical guides. Independently resolves most of the problems encountered. Supervisor or design originator may suggest methods of approach or provide advice on unusually difficult problems.

Typical assignments include:
- From layouts or sketches, prepares complete sets of drawings of test equipment to be manufactured. Several cross-sectional and subassembly drawings are required. From information supplied by the design originator and from technical handbooks and manuals, describes dimensions, tolerances, fits, fabrication techniques, and standard parts to use in manufacturing the equipment.
- From electronic schematics, information as to maximum size, and manuals giving dimensions, of standard parts, determines the arrangement and prepares drawing of printed circuit boards.
- From precedents, drafting standards, and established practices, prepares final construction drawings for floodgates, navigation locks, dams, bridges, culverts, levees, channel excavations, dikes and beams; prepares boring profiles, typical cross-sections, and land profiles; and delineates related topographical details as required.
- Prepares final drawings for street paving and widening or for water and sewer lines having complex trunk lines; reduces field notes and calculates true grades. From engineering
designs, lay out plans, profile and detail appurtenances required; and notifies supervisor of conflicting details in design.

- Excludes drafter performing work of similar difficulty to that described at this level but who provide support for a variety of organizations which have widely differing functions or requirements.

**DRAFTER IV**

Works closely with design originators, preparing drawings of unusual, complex, or original designs which require a high degree of precision. Performs unusually difficult assignments requiring considerable initiative, resourcefulness, and drafting expertise. Assures that anticipated problems in manufacture, assembly, installation, and operation are resolved by the drawing produced. Exercises independent judgment in selecting and interpreting data based on a knowledge of the design intent. Although working primarily as a drafter, may occasionally interpret general designs prepared by others to complete minor details. May provide advice and guidance to lower level drafters or serve as coordinator and planner for large and complex drafting projects.

**ENGINEERING TECHNICIAN I**

Performs simple routine tasks under close supervision or from detailed procedures. Work is checked in progress or on completion. Performs one or a combination of such typical duties as:

- Assembles or installs equipment or parts requiring simple wiring, soldering, or connecting.
- Performs simple of routine tasks or tests such as tensile or hardness tests; operates and adjusts simple test equipment; records test data.
- Gathers and maintains specified records of engineering data such as tests, drawings, etc.; performs computations by substituting numbers in specified formulas; plots data and draws simple curves and graphs.

**ENGINEERING TECHNICIAN II**

Performs standardized or prescribed assignments involving a sequence of related operations. Follows standard work methods on recurring assignments but receives explicit instructions on unfamiliar assignments; technical adequacy of routine work is reviewed on completion; non-routine work may also be reviewed in progress. Performs at this level one or a combination of such typical duties as:

- Following specific instructions, assembles or constructs simple or standard equipment or parts; may service or repair simple instruments or equipment.
- Conducts a variety of tests using established methods. Prepares test specimens. Adjusts and operates equipment, and records test data, pointing out deviations resulting from equipment malfunction or observational errors.
- Extracts engineering data from various prescribed but non-standardized sources; processes the data following well-defined methods including elementary algebra and geometry; presents the data in prescribed form.
ENGINEERING TECHNICIAN III

Performs assignments that are not completely standardized or prescribed. Selects or adapts standard procedures or equipment, using fully applicable precedents. Receives initial instructions, equipment requirements, and advice from supervisor or engineer as needed; performs recurring work independently; work is reviewed for technical adequacy or conformity with instructions. Performs at this level one or a combination of such typical duties as:

- Constructs components, subunits, or simple models or adapts standard equipment. May troubleshoot and correct malfunctions.
- Follows specific layout and scientific diagrams to construct and package simple devices and subunits of equipment.
- Conducts various tests or experiments which may require minor modifications in test setups or procedures as well as subjective judgments in measurement; selects, sets up, and operates standard test equipment and records test data.
- Extracts and compiles a variety of engineering data from field notes, manuals, lab reports, etc.; processes data, identifying errors or inconsistencies; selects methods of data presentation.
- Assists in design modification by compiling data related to design, specifications, and materials which are pertinent to specific items of equipment or component parts. Develops information concerning previous operational failures and modifications. Uses judgment and initiative to recognize inconsistencies or gaps in data and seek sources to clarify information.

ENGINEERING TECHNICIAN IV

Performs non-routine assignments of substantial variety and complexity, using operational precedents which are not fully applicable. Such assignments, which are typically parts of broader assignments, are screened to eliminate unusual design problems. May also plan such assignments. Receives technical advice from supervisor or engineer; work is reviewed for technical adequacy (or conformity with instructions). May be assisted by lower level technicians and have frequent contact with professionals and others within the establishment. Performs at this level one of a combination of such typical duties as:

- Develops or reviews designs by extracting and analyzing a variety of engineering data. Applies conventional engineering practices to develop, prepare, or recommend schematics, designs, specifications, electrical drawings and parts lists. Examples of designs include: detailed circuit diagrams; hardware fittings or test equipment involving a variety of mechanisms; conventional piping systems; and building site layouts.
- Conducts tests or experiments requiring selection and adaptation or modification of a wide variety of critical test equipment and test procedures; sets up and operates equipment; records data, measures and records problems of significant complexity that sometimes require resolution at a higher level; and analyzes data and prepares test reports.
- Applies methods outlined by others to limited segments of research and development projects; constructs experimental or prototype models to meet engineering requirements;
conducted tests or experiments and redesigns as necessary; and records and evaluates data and reports findings.

ENGINEERING TECHNICIAN V

Performs non-routine and complex assignments involving responsibility for planning and conducting a complete project of relatively limited scope or a portion of a larger and more diverse project. Selects and adapts plans, techniques, designs, or layouts. Contracts personnel in related activities to resolve problems and coordinate the work; reviews, analyzes, and integrates the technical work of others. Supervisor or professional engineer outlines objectives, requirements, and design approaches; completed work is reviewed for technical adequacy and satisfaction of requirements. May train and be assisted by lower level technicians. Performs at this level one or a combination of such typical duties as:

- Designs, develops, and constructs major units, devices, or equipment; conducts tests or experiments; analyzes results and redesigns or modifies equipment to improve performance; and reports results.
- From general guidelines and specifications (e.g., size or weight requirements), develops designs for equipment without critical performance requirements which are difficult to satisfy such as engine parts, research instruments, or special purpose circuitry. Analyzes technical data to determine applicability to design problems; selects from several possible design layouts; calculates design data; and prepares layouts, detailed specifications, parts lists, estimates, procedures, etc. May check and analyze drawings or equipment to determine adequacy of drawings and design.
- Plans or assists in planning tests to evaluate equipment performance. Determines test requirements, equipment modification, and test procedures; conducts tests using all types of instruments; analyzes and evaluates test results, and prepares reports on findings and recommendations.

ENGINEERING TECHNICIAN VI

Independently plans and accomplishes complete projects or studies of broad scope and complexity. Or serves as an expert in a narrow aspect of a particular field of engineering, e.g., environmental factors affecting electronic engineering. Complexity of assignments typically requires considerable creativity and judgment to devise approaches to accomplish work, resolve design and operational problems, and make decisions in situations where standard engineering methods, procedures, and techniques may not be applicable. Supervisor or professional engineer provides advice on unusual or controversial problems or policy matters; completed work is reviewed for compliance with overall project objectives. May supervise or train and be assisted by lower level technicians. Performs, at this level, one or a combination of such typical duties as:

- Prepares designs and specifications for various complex equipment or systems (e.g., a heating system in an office building, or new electronic components such as solid state devices for instrumentation equipment).
• Plans approach to solve design problems; conceives and recommends new design techniques; resolves design problems with contract personnel, and assures compatibility of design with other parts of the system.

• Designs and coordinates test set ups and experiments to prove or disprove the feasibility of preliminary design; uses untried and untested measurement techniques; and improves the performance of the equipment. May advise equipment users on redesign to solve unique operational deficiencies.

• Plans approach and conducts various experiments to develop equipment or systems characterized by (a) difficult performance requirements because of conflicting attributes such as versatility, size, and ease of operation; or (b) unusual combination of techniques or components. Arranges for fabrication of pilot models and determines test procedures and design of special test equipment.

ENVIRONMENTAL TECHNICIAN

Conducts tests and field investigations to obtain data for use by environmental, engineering, and scientific personnel in determining sources and methods of controlling pollutants in air, water, and soil, utilizing knowledge of agriculture, chemistry, meteorology, and engineering principles and applied technologies. Conducts chemical and physical laboratory and field tests according to prescribed standards to determine characteristics or composition of solid, liquid, or gaseous materials and substances, using pH meter, chemicals, autoclaves, centrifuge, spectrophotometer, microscope, analytical instrumentation, and chemical laboratory equipment. Collects samples of gases from smokestacks, and collects other air samples and meteorological data to assist in evaluation of atmospheric pollutants. Collects water samples from streams and lakes, or raw, semi-processed or processed water, industrial waste water, or water from other sources to assess pollution problem. Collects soil, silt or mud to determine chemical composition and nature of pollutants. Prepares sample for testing, records data, and prepares summaries and charts for review. Sets monitoring equipment to provide flow of information. Installs, operates, and performs routine maintenance on gas and fluid flow systems, chemical reaction systems, mechanical equipment, and other test instrumentation.

FINANCIAL ANALYST

Directs, reviews and coordinates the work of varied levels and types of financial support staff and utilizes these resources to oversee the development of complex and critical financial plans that affect such basic organizational structures as budgeting, cost analysis, expenditures and investment decisions. Participates in and makes presentations in budgetary and related hearings and meetings; confers with various departmental staff to obtain information, review alternatives and define and implement problem resolution. This work requires a high degree of technical knowledge and exercise of independent action in critical situations. Requires a Masters Degree in Business or Public Administration, Economics, Finance, or related fields and a minimum of four years of experience in budget development and administration and/or cost projection and control.
**GRAPHIC ARTIST**

Draws or paints illustrations for use by various media to explain or adorn printed or spoken word: Studies layouts, sketches of proposed illustrations, and related materials to become familiar with assignment. Determines style, technique, and medium best suited to produce desired effects and conform to reproduction requirements, or receives specific instructions regarding these variables. Formulates concept and renders illustration and detail from models, sketches, memory, and imagination. Discusses illustration at various stages of completion and makes changes as necessary. May select type, draw lettering, lay out material, or perform related duties.

**TECHNICAL INSTRUCTOR**

Teaches courses in one or more subjects in commercial, governmental, industrial or service establishments. Prepares instructional program in accordance with training or other course requirements, assembling materials to be presented. Instructs students in the theoretical and practical aspects covering the subjects being taught. Utilizes such teaching methods as individual coaching, group discussions, lectures, demonstrations, seminars, and workshops. Selects or develops teaching aids such as wall charts, prepared notes, tape recordings, radio, television, films, film strips, and training handbooks. Supervises practical work carried out by students, and assists them at points of difficulty. Tests students to evaluate their learning progress and to evaluate effectiveness of instruction. Compiles assessment report regarding each student. May arrange visits to or periods of employment in real-work situations to reinforce instruction.

**LABORATORY TECHNICIAN**

Performs duties according to type of research in which supervising scientist is engaged, such as collecting rock samples for study by GEOLOGIST or plant specimens for study by BOTANIST. Prepares samples for analysis or examination and performs routine laboratory tests. May participate in field explorations, such as mineralogical or geophysical expeditions. May be designated according to field or scientific research.

**LOGISTICS MANAGEMENT SPECIALIST**

Performs logistics and equipment support for various projects or facilities. Responsibilities include support set-up and preparation, equipment acquisition research, equipment ordering, inventory management and maintenance and distribution control for staff and customer activities. Assists in the development of project equipment requirements, preparing equipment cost estimates and inventory and accountability system requirements. Requires a Bachelors Degree with related two years experience or equivalent training and experience.

**MARKET RESEARCH ANALYST**

Evaluates, monitors and researches trends in the growth and expansion of services to an assigned operating department or organization. Coordinates, reviews and prepares reports that track these trends as well as technological advancement s and growth areas for the assigned target market.
Communicates with associated operating managers such as Financial Analyst, Researchers, etc., regarding overlapping areas of responsibility. Assists in the planning and preparation of annual budgets and provides technical assistance to government officials by interpreting data and assisting in strategic planning based upon analysis. Requires knowledge of marketing principles and practices as they relate to government services. Requires a Bachelors Degree in Marketing, Business Administration, Public Administration, Marketing or related fields and a minimum of two years experience in marketing research analysis, current market trends and their implication on the participating area of responsibility.

OCCUPATIONAL ANALYST

Position is responsible for the conduct of safety and occupational health surveys, assessing compliance with established safety standards, recommending measures to eliminate hazards and provide technical assistance on these issues to managers, supervisors and employees. Conducts safety and environmental inspections of government owned and leased facilities, records safety violations and recommends corrective action and program improvements. Interprets existing occupational safety standards and new regulations and advises assigned management officials on the status and application of these regulations. Investigates mishaps/accidents of various categories to determine cause and provide recommendations for corrective actions. Ensures on-the-spot correction of imminent dangers, including the shut-down of operations. Develops and conducts safety training for new employees on accident prevention, recreational safety, cold weather safety, etc. Develops promotional materials and writes safety articles for communication with employees at government facilities.

PARALEGAL ASSISTANT I

Work is performed under close supervision, with required assistance readily available. Work includes, typically, several of the following duties:

- Consults prescribed sources of information for facts relating to matters of interest to the program;
- Reviews documents to extract selected data and information relating to specific items;
- Reviews and summarizes information in prescribed format on case precedent and decisions;
- Searches and extracts legal references in libraries and computer-data banks;
- Attends hearings or court appearances to become informed on administrative and/or court procedures and the status of cases, and where necessary, assists in the presentation of charts and other visual information.

PARALEGAL ASSISTANT II

At this level, the incumbent, exercises more independent judgment than at the level I position. In this capacity the incumbent:

- Reviews case materials to become familiar with questions under consideration;
• Searches for and summarizes relevant articles in trade magazines, law reviews, published studies, financial reports, and similar materials for use of attorneys in the preparation of opinions, briefs, and other legal documents;
• Prepares digests of selected decisions or opinions which incorporate legal references and analyses of precedents involved in areas of well-defined and settled points of law;
• Interviews potential witnesses and prepares summary interview reports for the attorney’s review;
• Participates in pre-trial witness conferences, notes possible deficiencies in case materials (e.g., missing documents, conflicting statements) and additional issues or other questionable matters, and requests further investigation by other agency personnel to correct possible deficiencies or personally conducts limited investigations at the pre-trial stage;
• Prepares and organizes trial exhibits, as required, such as statistical charts and photographic exhibits;
• Verifies citations and legal references on prepared legal documents;
• Prepares summaries of testimony and depositions;
• Drafts and edits non-legal memoranda, research reports and correspondence relating to cases.

PARALEGAL ASSISTANT III

At this level, participates in the substantive development of cases by performing the following functions:

• Analyzes and evaluates case files against litigation worthiness standards;
• Notes and corrects case file deficiencies (e.g., missing documents, inconsistent material, leads not investigated) before sending the case on to the concerned trial attorney;
• Reviews and analyzes available precedents relevant to cases under consideration for use in presenting case summaries to trial attorneys;
• Gathers, sorts, classifies, and interprets data to discover patterns of possible discriminatory activity;
• Interviews relevant personnel and potential witnesses to gather information;
• Reviews and analyzes relevant statistics;
• Performs statistical evaluations such as standard deviations, analyses of variance, means, modes, and ranges as supporting data for case litigation;
• Consults with statistical experts on reliability evaluations;
• May testify in court concerning relevant data.

PARALEGAL ASSISTANT IV

At this level, assists in the evaluation, development and litigation of cases by performing the following duties:

• Examines and evaluates information in case files, for case litigation worthiness and appropriate titles of law;
• Determines the need for additional information, independent surveys, evidence, and witnesses, and plans a comprehensive approach to obtain this information;
• Through on-site visits, interviews, and review of records on operations, looks for and evaluates the relevance and worth of evidence;
• Selects, summarizes, and compiles comparative data to examine and evaluate respondent’s deficiencies in order to provide evidence of illegal practices or patterns;
• Reviews economic trends and forecasts at the national and regional level to evaluate the impact of successful prosecution and potential remedial provisions of ongoing investigations and litigation;
• Identifies types of 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;
• Interviews potential witnesses for information and prepares witnesses for court appearances;
• Develops statistics and tabulations, such as standard deviations, regression analyses, and weighting, to provide leads and supportive data for case litigation. Prepares charts, graphs, and tables to illustrate results;
• Analyzes data, develops recommendations and justifications for the attorney(s) who will take the matter to court. Continues to work with the attorney(s) during the progress of the case, obtaining and developing further evidence and exhibits, providing administrative assistance, and maintaining custody of exhibits, documents, and files;
• May appear in court as a witness to testify concerning exhibits prepared supporting plaintiff’s case.

PERSONNEL ANALYST

Performs a variety of professional activities in support of a centralized human resource system, including recruitment and selection, job analysis, classification and compensation plan administration, systems/records development, employment/organizational development, training and assistance, equal opportunity and employee/labor relations. This position requires the ability to understand and apply the basic functions and practices related to employment assistance and/or employee development in a public agency setting. Must possess the techniques for preparing effective written informational or educational materials and the techniques for dealing with a wide variety of socio-economic, ethnic and cultural backgrounds. Must possess a Masters Degree in Business Administration, Public or Personnel Administration, Industrial Relations or a related field and possess a minimum of two years experience in related fields, may be substituted for the Masters Degree.

PUBLIC AFFAIRS OFFICER

Plans, implements and administers public information/education highlighting a variety of activities and services available to the public through a variety of communications media and community resources; coordinates the development and administration of Internet and Intranet web sites; coordinates the development and distribution of newsletters and pamphlets; plans and directs the work of support staff assisting in public information efforts. Professionals in this position lead multi-media informational programs, marketing activities and special projects.
Requires a Bachelors Degree in Journalism, Communications, Public Information, or related filed and a minimum of four years supervisory and professional experience in administering or directing a public information or community relations program.

**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: Receives assignment from supervisor, notes or manuals containing operating procedures and details manufacturer’s 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. Organizes material and completes writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology. May maintain records and files of work and revisions, select photographs, drawings, sketches, diagrams, and charts to illustrate material, assist in laying out material for publication arrange for typing, duplication and distribution of material; may assist in writing speeches, articles, and public or employee relations releases, and may specialize in writing material regarding work methods and procedures.

**TECHNICAL WRITER II**

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. 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. Organizes material and completes writing assignments 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 illustrated material, assist in laying out material for publication, and arrange for typing, duplication and distribution of material. May draft speeches, articles, and public or employee relations releases, or specialize in writing material regarding work methods and procedures.

**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. 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. 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. 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 relation releases, edit standardize, or make changes to material prepared by other writers or plant personnel. May specialize in writing material regarding work methods and procedures.