GENERAL SERVICES ADMINISTRATION

Federal Supply Service
Authorized Federal Supply Schedule Price List
Multiple Award Schedule (MAS)

Large Categories offered: Professional Services
Subcategories offered: Business Administrative Services, Marketing and Public Relations

Contract Number: GS-10F-0240U

Contract Period: May 23, 2008 through May 22, 2023
Contractor: IMPAQ International, LLC
10420 Little Patuxent Parkway, Suite 300
Columbia, MD 21044 3533
Business Size: Other than Small
Telephone: 443.259.5500
FAX Number: 443-367-0477
Web Site: www.impaqint.com
E-mail: lfocarazzo@impaqint.com
Marketing Point of Contact: Lauren Focarazzo (LFocarazzo@impaqint.com, 443-259-5401)
Contract Administration: Sol Horwitz (contracts@impaqint.com, 443-259-5158)

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. For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering.

Modification Number: A812, Effective Date: May 7, 2020
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<tr>
<td>LABOR CATEGORY DESCRIPTIONS ............................................................ 7</td>
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</table>
1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers: 541611 / 541611RC, 541613 / 541613RC, and OLM / OLMRC / OLMSTLOC – see pages 4 - 6 for labor pricing. This contract includes labor prices only. Order Level Materials (OLMs) and Other Direct Costs (ODCs) necessary to complete services will be included in proposals and may be ordered in accordance with the procedures laid out in FAR 8.402(f).

1b. Identification of the lowest priced model: N/A

1c. Labor Category Descriptions: Please see pages 7 - 78 for a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services.

2. Maximum Order: $1,000,000.00
Note: Agencies may place, and Contractor may honor, orders exceeding this limit in accordance with FAR 8-404.

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic and Overseas

5. Point(s) of production (city, county, and state or foreign country): Same as company address


7. Quantity discounts: 2.0% discount off GSA standard labor rates for single task orders with an annual funded value greater than $1 million dollars

8. Prompt payment terms: Net 30 days
Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Will accept

10. Foreign items (list items by country of origin): None

11a. Time of Delivery (Contractor insert number of days): Specified on the Task Order
11b. Expedited Delivery: Contact Contractor

11c. Overnight and 2-day delivery: Contact Contractor

11d. Urgent Requirements: Contact Contractor

12. F.O.B Points(s): Destination

13a. Ordering Address(es): Same as Contractor

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address(es): Same as company address

15. Warranty provision: Contractor’s standard commercial warranty.

16. Export Packing Charges (if applicable): N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor

18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

19. Terms and conditions of installation (if applicable): N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

20a. Terms and conditions for any other services (if applicable): N/A

21. List of service and distribution points (if applicable): N/A

22. List of participating dealers (if applicable): N/A

23. Preventive maintenance (if applicable): N/A

24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A

24b. Section 508 compliance: Section 508 information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor’s website or other location.) The EIT standards can be found at: www.Section508.gov/

25. Data Universal Numbering System (DUNS) number: 088656512

26. Notification regarding registration in System for Award Management (SAM): Registered
The following Price List applies to SINs: **541611/541611RC** *(Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services)* and **541613/541613RC** *(Marketing Consulting Services)*

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1. Pricing based on a fixed escalation rate of 2.8%

Service Contract Labor Standards (SCLS) Matrix

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The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).
1. Administrative Positions

Data Entry Assistant I

Job Profile

Data Entry Assistants provide administrative support to research, evaluation, marketing and advertising projects being conducted by the IMPAQ research team. The Data Entry Assistant will work closely with IMPAQ researchers to enter all types of data in Excel, Word, SPSS, and other office software applications as needed to support survey and other data collection efforts. The position requires excellent analytical skills, exceptional accuracy, and attention to detail.

Responsibilities

- Data entry to support survey and other data analysis
- Data entry for tables, charts, presentations, and reports
- Other duties as assigned.

Required Qualifications

Experience:

- Typing skills
- Ability to use data entry software (e.g., Excel, SPSS data entry, MS Office)
- Follow-up and message taking skills
- Related job experience required (See Exhibit A)

Knowledge, Skills and Abilities:

- Excellent attention to detail
- Excellent organizational skills
**Administrative Assistant I**

**Job Profile**

Administrative Assistants provide secretarial, administrative, and related office support to designated staff within the research, administrative, marketing and advertising divisions of the company. The position requires sound knowledge of office procedures, record keeping, Microsoft Office, and document processing. The Administrative Assistant must have excellent organizational skills, a demonstrated ability to multi-task and prioritize work, and the ability to interact successfully with staff and clients.

**Responsibilities**

- Provide clerical support for reports, memos, and other project deliverables
- Make meeting arrangements and prepare conference and meeting materials (e.g., briefing books, meeting documents)
- Maintain project calendars (i.e., deliverable schedules)
- Take project meeting minutes/notes
- Make travel arrangements for designated project staff
- Prepare mass mailings and packages for shipping
- Create and edit forms, labels, standard letters, manuals
- Duplicate, assemble and collate documents
- Other duties as assigned

**Required Qualifications**

**Experience:**

- Some college preferred or related job experience required (See Exhibit A)
- Prior experience supporting management staff

**Knowledge, Skills and Abilities:**

- Good telephone skills
- Ability to attend to detail
- Demonstrated organizational skills
- Ability to communicate effectively with all IMPAQ staff and clients
- Excellent interpersonal skills
- Excellent written and verbal communication skills
- Ability to work independently in fast paced environment
- Proficiency with Microsoft Office products, SharePoint
Administrative Assistant II

Job Profile

Administrative Assistants provide secretarial, administrative, and related office support to designated staff within the research, administrative, marketing and advertising divisions of the company. The position requires sound knowledge of office procedures, record keeping, Microsoft Office, and document processing. The Administrative Assistant must have excellent organizational skills, a demonstrated ability to multi-task and prioritize work, and the ability to interact successfully with staff and clients.

Responsibilities

- Provide clerical support for reports, memos, and other project deliverables
- Make meeting arrangements and prepare conference and meeting materials (e.g., briefing books, meeting documents)
- Maintain project calendars (i.e., deliverable schedules)
- Take project meeting minutes/notes
- Make travel arrangements for designated project staff
- Prepare mass mailings and packages for shipping
- Create and edit forms, labels, standard letters, manuals
- Duplicate, assemble and collate documents
- Other duties as assigned

Required Qualifications

Experience:
- Some college preferred or related job experience required  (See Exhibit A)
- Prior experience supporting management staff

Knowledge, Skills and Abilities:
- Good telephone skills
- Ability to attend to detail
- Demonstrated organizational skills
- Ability to communicate effectively with all IMPAQ staff and clients
- Excellent interpersonal skills
- Excellent written and verbal communication skills
- Ability to work independently in fast paced environment
- Proficiency with Microsoft Office products, SharePoint
**Administrative Assistant III**

**Job Profile**
Administrative Assistants provide secretarial, administrative, and related office support to designated staff within the research, administrative, marketing and advertising divisions of the company. The position requires sound knowledge of office procedures, record keeping, Microsoft Office, and document processing. The Administrative Assistant III must have excellent organizational skills, a demonstrated ability to multi-task and prioritize work, and the ability to interact successfully with staff and clients.

**Responsibilities**
- Provide clerical support for reports, memos, and other project deliverables
- Make meeting arrangements and prepare conference and meeting materials (e.g., briefing books, meeting documents)
- Maintain project calendars (i.e., deliverable schedules)
- Take project meeting minutes/notes
- Make travel arrangements for designated project staff
- Prepare mass mailings and packages for shipping
- Create and edit forms, labels, standard letters, manuals
- Duplicate, assemble and collate documents
- Other duties as assigned

**Required Qualifications**

*Experience:*
- Some college preferred or related job experience required  (See Exhibit A)
- Prior experience supporting management staff

*Knowledge, Skills and Abilities:*
- Good telephone skills
- Ability to attend to detail
- Demonstrated organizational skills
- Ability to communicate effectively with all IMPAQ staff and clients
- Excellent interpersonal skills
- Excellent written and verbal communication skills
- Ability to work independently in fast-paced work environment
- Proficiency with Microsoft Office products, SharePoint
**Administrative Assistant IV**

**Job Profile**
Administrative Assistants provide secretarial, administrative, and related office support to designated staff within the research, administrative, marketing and advertising divisions of the company. The position requires sound knowledge of office procedures, record keeping, Microsoft Office, and document processing. The Administrative Assistant IV must have excellent organizational skills, a demonstrated ability to multi-task and prioritize work, and the ability to interact successfully with staff and clients.

**Responsibilities**
- Provide clerical support for reports, memos, and other project deliverables
- Make meeting arrangements and prepare conference and meeting materials (e.g., briefing books, meeting documents)
- Maintain project calendars (i.e., deliverable schedules)
- Take project meeting minutes/notes
- Make travel arrangements for designated project staff
- Prepare mass mailings and packages for shipping
- Create and edit forms, labels, standard letters, manuals
- Duplicate, assemble and collate documents
- Other duties as assigned

**Required Qualifications**

**Experience:**
- Some college preferred or related job experience required  (See Exhibit A)
- Prior experience supporting management staff

**Knowledge, Skills and Abilities:**
- Good telephone skills
- Ability to attend to detail
- Demonstrated organizational skills
- Ability to communicate effectively with all IMPAQ staff and clients
- Excellent interpersonal skills
- Excellent written and verbal communication skills
- Ability to work independently in fast-paced work environment
- Proficiency with Microsoft Office products, SharePoint
2. **Survey Center Positions**

**Survey Center Interviewer I**

**Job Profile**

Survey Center Interviewers administer computer-based, field-tested questionnaires to respondents over the telephone to collect survey information on a wide range of social and economic programs. Data collected is used only for research and analysis and is strictly confidential. Interviewers are essential to any study because they are the entry point for valid research data collection. The interviewer must read standardized survey questions word for word as they are written and maintain strict confidentiality of all information gathered.

**Responsibilities**

- Conduct telephone interviews for multiple research studies using computer assisted telephone interviewing (CATI) applications to gather and record responses
- Collect accurate, consistent and reliable data
- Record and code data collected
- Assist with locating and refusal conversion
- Assist with other duties as assigned, such as mail preparation, faxing, filing, etc.

**Required Qualifications**

*Experience:*

- Prior telephone based interviewing or customer service experience
- Experience with tracing, locating, and refusal conversion
- Experience with desktop computers and keyboarding
- Related job experience required  (See Exhibit A)

*Knowledge, Skills and Abilities:*

- Must have excellent oral/written communication and comprehension skills
- Must be reliable regarding attendance
- Must be conscientious, responsible, and a good team player
- Must be efficient and accurate in completing assigned tasks
- Must be able to concentrate on-task despite some surrounding ambient noise
- Must be able to handle survey respondents and co-workers in a pleasant and professional manner
- Demonstrate ability to secure and maintain the cooperation of respondents on the telephone
- Must be willing and able to follow specific directions and established procedures
- Demonstrate ability to recognize problems and request supervisor assistance
- Bilingual in English and Spanish a plus, but not required
Survey Center Interviewer II

Job Profile
Survey Center Interviewers administer computer-based, field-tested questionnaires to respondents over the telephone to collect survey information on a wide range of social and economic programs. Data collected is used only for research and analysis and is strictly confidential. Interviewers are essential to any study because they are the entry point for valid research data collection. The interviewer must read standardized survey questions word for word as they are written and maintain strict confidentiality of all information gathered.

Responsibilities
- Conduct telephone interviews for multiple research studies using computer assisted telephone interviewing (CATI) applications to gather and record responses
- Collect accurate, consistent and reliable data
- Record and code data collected
- Assist with locating and refusal conversion
- Assist with other duties as assigned, such as mail preparation, faxing, filing, etc.

Required Qualifications

Experience:
- Prior telephone based interviewing or customer service experience
- Experience with tracing, locating, and refusal conversion
- Experience with desktop computers and keyboarding
- Related job experience required (See Exhibit A)

Knowledge, Skills and Abilities:
- Must have excellent oral/written communication and comprehension skills
- Must be reliable regarding attendance
- Must be conscientious, responsible, and a good team player
- Must be efficient and accurate in completing assigned tasks
- Must be able to concentrate on-task despite some surrounding ambient noise
- Must be able to handle survey respondents and co-workers in a pleasant and professional manner
- Demonstrate ability to secure and maintain the cooperation of respondents on the telephone
- Must be willing and able to follow specific directions and established procedures
- Demonstrate ability to recognize problems and request supervisor assistance
- Bilingual in English and Spanish a plus, but not required
Survey Center Interviewer III

Job Profile

Survey Center Interviewers administer computer-based, field-tested questionnaires to respondents over the telephone to collect survey information on a wide range of social and economic programs. Data collected is used only for research and analysis and is strictly confidential. Interviewers are essential to any study because they are the entry point for valid research data collection. The interviewer must read standardized survey questions word for word as they are written and maintain strict confidentiality of all information gathered.

Responsibilities

- Conduct telephone interviews for multiple research studies using computer assisted telephone interviewing (CATI) applications to gather and record responses
- Collect accurate, consistent and reliable data
- Record and code data collected
- Assist with locating and refusal conversion
- Assist with other duties as assigned, such as mail preparation, faxing, filing, etc.

Required Qualifications

Experience:

- Prior telephone based interviewing or customer service experience
- Experience with tracing, locating, and refusal conversion
- Experience with desktop computers and keyboarding
- Related job experience required  (See Exhibit A)

Knowledge, Skills and Abilities:

- Must have excellent oral/written communication and comprehension skills
- Must be reliable regarding attendance
- Must be conscientious, responsible, and a good team player
- Must be efficient and accurate in completing assigned tasks
- Must be able to concentrate on-task despite some surrounding ambient noise
- Must be able to handle survey respondents and co-workers in a pleasant and professional manner
- Demonstrate ability to secure and maintain the cooperation of respondents on the telephone
- Must be willing and able to follow specific directions and established procedures
- Demonstrate ability to recognize problems and request supervisor assistance
- Bilingual in English and Spanish a plus, but not required
Survey Center Supervisor I

Job Profile
Survey Center Supervisors provide oversight of survey center interviewers in the collection of survey data to support research, evaluation, marketing and advertising projects. Supervisors will deliver interviewer training, monitor interview performance, and provide feedback to interviewers on their performance. Supervisors are responsible for ensuring the integrity of all data collected as part of research, marketing and advertising projects.

Responsibilities
- Manage the performance of interviewers
- Oversee attendance, shift operations, and survey data entry
- Train, encourage and motivate survey interview teams
- Monitor individual interviewer performance and handle interviewer performance issues
- Manage daily shift production activity including: interviewer project assignment, troubleshooting, and solving production issues
- Ensure required staffing capacity and daily production objectives are met
- Remain certified and cross-trained on all project surveys
- Assist in recruiting and interviewing as part of the hiring process for interviewers
- Execute start-up and close-down procedures for production systems and building security
- Perform other survey activities such as: interviewing, tracing, locating, and serving as a client liaison
- Assist with other duties as assigned by the Survey Center Manager

Required Qualifications

Experience:
- High school diploma
- College graduate preferred or related job experience required (See Exhibit A)
- Prior call center or production environment supervisory experience preferred
- Knowledge of principles and processes of survey research/CATI a plus

Knowledge, Skills and Abilities:
- Must have excellent oral communication and comprehension skills
- Strong supervisory skills, including performance monitoring and ability to provide feedback
- Bilingual in English and Spanish a plus
- Must work well as a team leader and team player
- Must be able manage to production schedules and productivity requirements
- Must be able to work on more than one task at a time
Survey Center Supervisor II

Job Profile

Survey Center Supervisors provide oversight of survey center interviewers in the collection of survey data to support research, evaluation, marketing and advertising projects. Supervisors will deliver interviewer training, monitor interview performance, and provide feedback to interviewers on their performance. Supervisors are responsible for ensuring the integrity of all data collected as part of research, marketing and advertising projects.

Responsibilities

- Manage the performance of interviewers
- Oversee attendance, shift operations, and survey data entry
- Train, encourage and motivate survey interview teams
- Monitor individual interviewer performance and handle interviewer performance issues
- Manage daily shift production activity including: interviewer project assignment, troubleshooting, and solving production issues
- Ensure required staffing capacity and daily production objectives are met
- Remain certified and cross-trained on all project surveys
- Assist in recruiting and interviewing as part of the hiring process for interviewers
- Execute start-up and close-down procedures for production systems and building security
- Perform other survey activities such as: interviewing, tracing, locating, and serving as a client liaison
- Assist with other duties as assigned by the Survey Center Manager

Required Qualifications

Experience:

- High school diploma
- College graduate preferred or related job experience required (See Exhibit A)
- Prior call center or production environment supervisory experience preferred
- Knowledge of principles and processes of survey research/CATI a plus

Knowledge, Skills and Abilities:

- Must have excellent oral communication and comprehension skills
- Strong supervisory skills, including performance monitoring and ability to provide feedback
- Bilingual in English and Spanish a plus
- Must work well as a team leader and team player
- Must be able manage to production schedules and productivity requirements
- Must be able to work on more than one task at a time
Survey Center Assistant Manager I

Job Profile

Survey Center Assistant Managers oversee the administration of computer based, field tested questionnaires to respondents over the telephone to collect survey information on a wide range of social and economic programs. Survey Center Assistant Managers provide leadership to the ongoing Survey Center operations and serve as manager of each shift’s operations. Survey Center Assistant Managers provide onsite supervision and monitor operations on a regularly scheduled basis; ensure shift schedules have sufficient interviewer capacity on duty to meet production objectives; delegate, with oversight, work-related tasks; initiate and manage regular and ad hoc meetings with supervisors and interviewers; and oversee performance monitoring to ensure production levels and survey accuracy. Survey Center Assistant Managers are responsible for ensuring the technical quality of data collection efforts and are responsible for ensuring cost-effective and efficient data collection efforts in support of specific, marketing and advertising projects.

Responsibilities

• Works in close collaboration with management staff to ensure that shift activities are effectively integrated into overall Survey Center operations
• Provides ongoing communication, input, and feedback on issues and concerns impacting shift operations
• Serves as Survey Center lead for technical data issues and activities (e.g., provides Survey Center Manager with current, accurate information to facilitate project monitoring)
• Oversees quality of data collection; troubleshoots technical issues, answers project-related questions; ensures project-defined protocol/procedures are followed
• Uploads sample for survey and develops and implements validation protocols
• Works with IT staff to ensure technical issues (e.g., phone capabilities, scheduler and dialer) are resolved timely. Works with programmers to address Survey Center needs
• Manages employee performance; obtains input regarding employee performance and provides formal feedback on a regular basis; evaluates and coaches employees on their developmental needs; encourages and motivates supervisors and interviewers to achieve maximum productivity in a pleasant work environment
• Manages time and attendance; ensures employee compliance with time and attendance policies and procedures; reviews and approves timesheets on a daily basis; approves or denies leave requests; manages leave requests to ensure adequate work coverage during employee absences
• Manages employee conduct; handles performance issues as needed; works with subordinate supervisors to establish and administer Performance Improvement Plans; advises and ensures employee compliance with company policies, procedures and guidelines; implements progressive discipline as needed.

Required Qualifications

Experience:
• College graduate or related job experience required (See Exhibit A)
• Knowledge of principles and processes of survey research/CATI
• SQL Server familiarity and/or experience with relational databases
• 5+ years of prior call center or production environment management experience
Knowledge, Skills, and Abilities:
• Must have excellent oral communication and comprehension skills
• Must work well as a team leader and team player
• Must be able to manage production schedules and productivity requirements
• Must be able to multi-task
• Bilingual in English and Spanish a plus
Survey Center Manager I

Job Profile

The Survey Center Manager provides broad oversight, direction, and management to Survey Center operations. The Survey Center Manager works with IMPAQ researchers to support project requirements and is involved in the development of implementation plans for survey data collection efforts.

Responsibilities

- Works closely with Survey Center Director to establish goals, assess project needs, and develop policies and procedures
- Collaborates with other project managers to ensure project needs are met (developing reports, providing ongoing updates, etc.)
- Provides oversight and direction to the ongoing management of the Survey Center in collaboration with other Survey Center managers and supervisory staff
- Conducts regular staff meetings with supervisors and staff
- Establishes overall Survey Center policies, goals and objectives, production levels, and accuracy requirements
- Assesses current and future staffing needs based on organizational goals and realistic budget projections
- Using merit principles, ensures staff are appropriately selected, trained and developed, utilized, appraised and rewarded
- Develops strategies using current or new technology to enhance operations; understands the impact of technology changes on the organization
- In unusual circumstances, renders decisions on conflicts and disagreements which have been not been resolved at subordinate levels
- Works closely with the Survey Center Assistant Manager(s) and supervisors to ensure successful survey center operations
- Evaluates and manages project budgets through oversight and monitoring of both external (subcontractors) and internal resources; prepares, justifies, monitors and administers the Survey Center budget, using cost-benefit approaches to setting priorities
- Develops and submits monthly reports related to projects as required
- Performs other duties as assigned

Required Qualifications

**Experience:**

- College graduate preferred or equivalent experience (See Exhibit A)
- Prior call center or production environment management experience
- Knowledge of principles and processes of survey research/CATI

**Knowledge, Skills, and Abilities:**

- Must have excellent oral communication and comprehension skills
- Bilingual in English and Spanish a plus
- Must work well as a manager, delegating work through subordinate staff and have experience in building effective teams
- Must be able to manage production schedules and productivity requirements
- Must be able to multi-task
**Survey Director I**

**Job Profile**

Survey Directors manage all aspects of the survey center from operations to customer response and deliverables. Survey Directors are responsible for all survey information that is collected on a wide range of social and economic programs. The Survey Director ensures that data collected is used only for research and analysis and is strictly confidential.

**Responsibilities**

- Works with Project Managers conducting client-based research, evaluation, marketing and advertising projects to develop overall project methodology
- Designs, pre-tests, and obtains appropriate clearance for data collection instruments
- Develops training materials and delivers training to Survey Center staff on methodology and data collection strategies and approaches
- Participates in project/in-process reviews with the customer and the work team
- Serves as the technical point of contact with the customer on all Survey Center inquiries
- Provides expert guidance to the Survey Center staff
- Ensures that all deliverable requirements to the customer are met

**Required Qualifications**

**Experience:**

- Advanced degree in Social Sciences (MA/Ph.D.) or equivalent experience (See Exhibit A)
- Knowledge of principles and processes of survey research/CATI
- Significant experience in managing projects and/or programs
- Years of progressively complex research project management experience
- Extensive knowledge of research design and implementation

**Knowledge, Skills, and Abilities:**

- Must have excellent oral communication and comprehension skills
- Must work well as a manager, delegating work through subordinate staff and have experience in building effective teams
- Must be able to manage production schedules and productivity requirements
- Must be able to multi-task
3. IT and Programmer Positions

MIS Engineer I

Job Profile

MIS Engineers will provide effective and efficient day-to-day IT support to researchers on specific contracts. The MIS Engineer will work most closely with the IMPAQ IT Director and IT staff to identify, diagnose, troubleshoot, and resolve computer software/hardware related issues that may hinder the processing of research data. MIS Engineers must be able to work some weekends or after-hours as needed to ensure contract performance and research data security for all contracts, tasks, and projects.

Responsibilities

- Respond to incoming IT requests from researchers via phone or email
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, and configuring systems and applications
- Coordinate equipment repairs with vendors
- Perform IT-related tasks including: running hardware diagnostics; troubleshooting hardware and printer functionality; configuring hardware for new users; maintaining computer equipment and supplies inventory; and participating in disaster recovery rehearsals
- Setting up requested IT equipment for meetings and conferences

Required Qualifications

Experience:

- B.S. degree in Computer Science or Information Technology preferred or equivalent experience (See Exhibit A)
- 1 - 2 years full-time Help Desk Support experience
- Linux (Cent-OS/Red Hat) and PDA (Blackberry/PalmOS) experience is a plus

Knowledge, Skills, and Abilities:

- Utmost reliability to work with network security and confidential data
- Excellent attention to detail, problem solving and organizational skills
- Handling difficult or sensitive situations in a professional manner
- Able to adapt to a growing user base and a changing work environment
- Able to reorganize priorities and respond quickly to issues escalated by IT management
- Must be proactive, self-driven and have the ability to resolve problems with minimal direction and oversight
- Demonstrate a positive attitude that reflects favorably on the company and the IT Department
MIS Engineer II

Job Profile

MIS Engineers will provide effective and efficient day-to-day IT support to researchers on specific contracts. The MIS Engineer will work most closely with the IMPAQ IT Director and IT staff to identify, diagnose, troubleshoot, and resolve computer software/hardware related issues that may hinder the processing of research data. MIS Engineers must be able to work some weekends or after-hours as needed to ensure contract performance and research data security for all contracts, tasks, and projects.

Responsibilities

- Respond to incoming IT requests from researchers via phone or email
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, and configuring systems and applications
- Coordinate equipment repairs with vendors
- Perform IT-related tasks including: running hardware diagnostics; troubleshooting hardware and printer functionality; configuring hardware for new users; maintaining computer equipment and supplies inventory; and participating in disaster recovery rehearsals
- Setting up requested IT equipment for meetings and conferences

Required Qualifications

Experience:

- B.S. degree in Computer Science or Information Technology preferred or equivalent experience (See Exhibit A)
- 1 - 2 years full-time Help Desk Support experience
- Linux (Cent-OS/Red Hat) and PDA (Blackberry/PalmOS) experience is a plus

Knowledge, Skills, and Abilities:

- Utmost reliability to work with network security and confidential data
- Excellent attention to detail, problem solving and organizational skills
- Handling difficult or sensitive situations in a professional manner
- Able to adapt to a growing user base and a changing work environment
- Able to reorganize priorities and respond quickly to issues escalated by IT management
- Must be proactive, self-driven and have the ability to resolve problems with minimal direction and oversight
- Demonstrate a positive attitude that reflects favorably on the company and the IT Department
**MIS Engineer III**

**Job Profile**

MIS Engineers will provide effective and efficient day-to-day IT support to researchers on specific contracts. The MIS Engineer will work most closely with the IMPAQ IT Director and IT staff to identify, diagnose, troubleshoot, and resolve computer software/hardware related issues that may hinder the processing of research data. MIS Engineers must be able to work some weekends or after-hours as needed to ensure contract performance and research data security for all contracts, tasks, and projects.

**Responsibilities**

- Respond to incoming IT requests from researchers via phone or email
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, and configuring systems and applications
- Coordinate equipment repairs with vendors
- Perform IT-related tasks including: running hardware diagnostics; troubleshooting hardware and printer functionality; configuring hardware for new users; maintaining computer equipment and supplies inventory; and participating in disaster recovery rehearsals
- Setting up requested IT equipment for meetings and conferences

**Required Qualifications**

**Experience:**

- B.S. degree in Computer Science or Information Technology preferred or equivalent experience (See Exhibit A)
- 1 - 2 years full-time Help Desk Support experience
- Linux (Cent-OS/Red Hat) and PDA (Blackberry/PalmOS) experience is a plus

**Knowledge, Skills, and Abilities:**

- Utmost reliability to work with network security and confidential data
- Excellent attention to detail, problem solving and organizational skills
- Handling difficult or sensitive situations in a professional manner
- Able to adapt to a growing user base and a changing work environment
- Able to reorganize priorities and respond quickly to issues escalated by IT management
- Must be proactive, self-driven and have the ability to resolve problems with minimal direction and oversight
- Demonstrate a positive attitude that reflects favorably on the company and the IT Department
**Programmer I**

**Job Profile**

Programmers are highly proficient in programming using statistical packages (SAS, STATA, SPSS) to support the processing and analysis of data for research, marketing and advertising projects. Programmers participate in all aspects of IMPAQ’s current domestic and international research, marketing and advertising projects. Primary responsibilities include performing a variety of tasks related to SAS programming, data collection, data processing, quantitative and qualitative data analysis, report writing, and data manipulation.

**Responsibilities**

- Manipulating and managing data in SAS
- Performing statistical analyses to support research, marketing or advertising projects
- Creating customized, automated reports
- Creating presentation-quality data listings, summary tables and figures
- Performing other related duties as assigned

**Required Qualifications**

*Experience:*

- Undergraduate degree in economics, statistics, public policy or related field (See Exhibit A)
- 3-5 years of experience in writing SAS programming code
- 1-3 years of non-academic work experience

*Knowledge, Skills and Abilities:*

- Thorough knowledge of data processing management
- Thorough knowledge of SAS Basic, SAS/Stat and SAS Macros
- Strong analytical and organizational skills
- Good oral and written communication skills
- Ability to learn quickly and work in a collaborative team environment
**Programmer II**

**Job Profile**

Programmers are highly proficient in programming using statistical packages (SAS, STATA, SPSS) to support the processing and analysis of data for research, marketing and advertising projects. Programmers participate in all aspects of IMPAQ’s current domestic and international research, marketing and advertising projects. Primary responsibilities include performing a variety of tasks related to SAS programming, data collection, data processing, quantitative and qualitative data analysis, report writing, and data manipulation.

**Responsibilities**

- Manipulating and managing data in SAS
- Performing statistical analyses to support research, marketing and advertising projects
- Creating customized, automated reports
- Creating presentation-quality data listings, summary tables and figures
- Performing other related duties as assigned

**Required Qualifications**

*Experience:*

- Undergraduate degree in economics, statistics, public policy or related field (See Exhibit A)
- 3-5 years of experience in writing SAS programming code
- 1-3 years of non-academic work experience

*Knowledge, Skills and Abilities:*

- Thorough knowledge of data processing management
- Thorough knowledge of SAS Basic, SAS/Stat and SAS Macros
- Strong analytical and organizational skills
- Good oral and written communication skills
- Ability to learn quickly and work in a collaborative team environment
Programmer III

Job Profile
Programmers are highly proficient in programming using statistical packages (SAS, STATA, SPSS) to support the processing and analysis of data for research, marketing and advertising projects. Programmers participate in all aspects of IMPAQ’s current domestic and international research, marketing and advertising projects. Primary responsibilities include performing a variety of tasks related to SAS programming, data collection, data processing, quantitative and qualitative data analysis, report writing, and data manipulation.

Responsibilities
- Manipulating and managing data in SAS
- Performing statistical analyses to support research, marketing and advertising projects
- Creating customized, automated reports
- Creating presentation-quality data listings, summary tables and figures
- Performing other related duties as assigned

Required Qualifications
Experience:
- Undergraduate degree in economics, statistics, public policy or related field (See Exhibit A)
- 3-5 years of experience in writing SAS programming code
- 1-3 years of non-academic work experience

Knowledge, Skills and Abilities:
- Thorough knowledge of data processing management
- Thorough knowledge of SAS Basic, SAS/Stat and SAS Macros
- Strong analytical and organizational skills
- Good oral and written communication skills
- Ability to learn quickly and work in a collaborative team environment
**IT Director I**

**Job Profile**

IT Director will focus on managing contract integrity and operational efficiency by maintaining the network infrastructure and security for all contracts, tasks, and projects under their purview. This position will manage, develop and organize contract functions intended to achieve strategic contractual goals and objectives with internal and external customers by emphasizing data security, continuity of operations, and access to information from internal and external sources without data loss or exposure.

**Responsibilities**

- Works with Project Managers and other researchers to identify data processing, security, communications, and other systems needs and supports the implementation of specific solutions to support individual research, marketing and advertising projects
- Provides oversight to ensure new operations plans, policies, procedures, and transition/migration plans are consistent with overall contract goals and objectives
- Designs and implements network, data transfer, and security procedures and systems to support individual projects and contracts
- Oversees the implementation of network and data security at the contract and corporate levels
- Effectively communicates relevant IT-related information to senior management that might impact project or contract performance

**Required Qualifications**

**Experience:**

- Experience in the management of an IT infrastructure (See Exhibit A)
- Experience working in support of research, marketing and advertising organizations

**Knowledge, Skills, and Abilities:**

- Utmost reliability to work with network security and confidential data
- Excellent attention to detail, problem solving and organizational skills
- Handling difficult or sensitive situations in a professional manner
- Able to adapt to a growing user base and a changing work environment
- Able to reorganize priorities and respond quickly to issues escalated by IT management
- Must be proactive, self-driven and have the ability to resolve problems with minimal direction and oversight
- Demonstrate a positive attitude that reflects favorably on the company and the IT Department
**Database/Systems Analyst III**

**Job Profile**

The Database/Systems Analyst provides and maintains technology services to effectively plan, operate, and maintain technology solutions for a client. The individual designs and implements technology solutions that enhance client capabilities and effectiveness.

**Responsibilities**

- Provide system and management analysis for programs and provide information that will be used for making decisions on the administrative and programmatic aspects of these programs.
- Analyze program requirements to develop program or administrative systems including the systems specifications, data gathering and analytical techniques, and systems evaluation methodology.
- Analyze and evaluate the effectiveness of program operations in meeting established goals and objectives.
- Develop ad-hoc queries to access applicable program data, extract and prepare data in a variety of electronic formats for end users, and respond effectively to requests for case, trend, or other program information from staff.
- Use object-oriented programming languages, as well as client and server applications development processes and multimedia and Internet technology, to automate staff functions designed to improve workflow.
- Test, maintain, and monitor applicable program applications and other related systems.
- Train staff and users to work with program applications and other related systems, and where necessary, provide assistance in solving computer related problems and issues.
- Provide and maintain technology services to effectively plan, operate, and maintain technology solutions.
- Work cooperatively with existing onsite data technology specialist to coordinate any overlapping activities.
- Monitor on a daily basis system performance and identify and resolve system problems.

**Required Qualifications**

**Experience:**

- A minimum of a college degree from an accredited college or university with an emphasis in computer sciences or any related area or equivalent experience (See Exhibit A).
- Preferred: professional experience developing and maintaining relational databases in Microsoft SQL and Oracle Intermediate level proficiency in using word processing and database software.
- Intermediate level skill in Microsoft Office.

**Knowledge, Skills and Abilities:**

- Must display a high degree of professionalism and integrity in interacting with the employers and coworkers.
- Must have excellent oral/written communication and comprehension skills.
- Must display a high level of sensitivity to the public and demonstrate an understanding how to provide excellent customer service.
• Must be reliable regarding attendance
• Must be conscientious, responsible, and a good team player
• Must be efficient and accurate in completing assigned tasks
• Must be able to use independent judgment and to follow established procedures
**IT Systems Administrator II**

**Job Profile**

The IT Systems Administrator provides day-to-day hardware and network support to the end users in support of the project; interfaces with client counterparts.

**Responsibilities**

- Participate in managing user accounts and shared accounts on the network and applications/case management systems
- Install and maintain workstation and office automation configurations and software
- Troubleshoot workstation problems and provide end-user support
- Assist in managing network resources, including video conferencing, printers, servers, PCs, switches, etc.
- Perform backups, system shutdowns, and other routine maintenance tasks
- Participate in software and hardware migrations

**Required Qualifications**

**Experience:**

- A minimum of a college degree from an accredited college or university with an emphasis in computer science, engineering or related technology, or equivalent experience (See Exhibit A);
- Preferred: experience in maintaining information technology systems, Local Area Networks (LANs), and/or remote user LAN access

**Knowledge, Skills and Abilities:**

- Must display a high degree of professionalism and integrity in interacting with the employers and coworkers
- Must have excellent oral/written communication and comprehension skills
- Must display a high level of sensitivity to the public and demonstrate an understanding how to provide excellent customer service
- Must be reliable regarding attendance
- Must be conscientious, responsible, and a good team player
- Must be efficient and accurate in completing assigned tasks
- Must be able to use independent judgment and to follow established procedures
**Director, Data Systems & Software Architecture**

**Job Profile**

The Director, Data Systems & Software Architecture focuses on maintaining and enhancing the data storage and processing infrastructure for IMPAQ's client projects, which includes administration of database products (e.g., MS SQL Server, Oracle DB), data processing software (e.g., SAS, STATA, nVivo), and network storage (e.g., Storage Area Networks). This position requires expertise in the architectural components of networks (e.g., distributed client server) and software systems (e.g., Web vs. Windows-based).

**Responsibilities**

- Works with Project Managers and other researchers to identify data processing, storage, backup, security, communications, and other systems needs and supports the implementation of specific solutions to support individual research, marketing and advertising projects
- Designs and implements network, data transfer, and security procedures and systems to support individual projects and contracts
- Oversees the implementation of data storage and processing at the contract and corporate levels
- Serve as project leader for data driven projects, providing operational oversight and technical direction for system design and data analysis
- Effectively communicate relevant IT-related information to senior management that might impact project or contract performance.

**Required Qualifications**

**Experience:**
- Bachelors Degree in Information Science/Systems (See Exhibit A)
- Experience in the management of database systems, data storage, and data processing infrastructure
- Experience working in a decision-making capacity regarding network and software architectures
- Experience working in support of research, marketing and/or advertising organizations

**Knowledge, Skills, and Abilities:**
- Utmost reliability to work with network security and confidential data
- Excellent attention to detail, problem solving and organizational skills
- Handling difficult or sensitive situations in a professional manner
- Able to adapt to a growing user base and a changing work environment
- Demonstrate leadership in initiating, developing and building business development activities for current and new clients, effectively manage research, marketing and advertising projects, and provide leadership to team members
- Contribute to building areas of expertise
- Experience writing publications
4. Research Positions

*Recruitment Analyst I*

**Job Profile**

The Recruitment Analyst I is responsible for providing administrative support to the recruiting Analyst II in the preparation of correspondence using word processing and database software.

**Responsibilities**

- Respond to telephone inquiries and assist and direct callers to the appropriate professional staff
- Perform data entry and file maintenance in an accurate manner
- Ensure that incoming mail is sorted and routed properly on a daily basis
- Provide administrative support as required in all aspects of the contract activities
- Assist in the preparation of responses to request under the Freedom of Information Act (FOIA)

**Required Qualifications**

*Experience:*

- Must have a minimum of a degree from an accredited college or university or equivalent experience (See Exhibit A)
- Intermediate level proficiency in using word processing and database software
- Intermediate level skill in Microsoft Office

*Knowledge, Skills and Abilities:*

- Must display a high degree of professionalism and integrity in interacting with the employers and coworkers
- Must have excellent analytical/oral/written communication and comprehension skills
- Must display a high level of sensitivity to the public and demonstrate an understanding how to provide excellent customer service
- Must be reliable regarding attendance
- Must be conscientious, responsible, and a good team player
- Must be efficient and accurate in completing assigned tasks
- Must be able to use independent judgment and to follow established procedures
Recover Analyst II

Job Profile
The Recruitment Analyst II is responsible for providing the following supervised recruitment activities.

Responsibilities
- Reviewing employer recruitment documentation for completeness and inaccuracies/errors or omissions
- Providing supervised recruitment of employer recruitment efforts in accordance with regulations and requirements
- Preparing a variety of documents, correspondence, and management/production reports
- Conducting reviews of employer documentation failing to meet regulatory requirements and other program integrity functions

Required Qualifications

Experience:
- Must have a minimum of a degree from an accredited college or university or equivalent experience (See Exhibit A)
- Intermediate level proficiency in using word processing and database software
- Intermediate level skill in Microsoft Office

Knowledge, Skills and Abilities:
- Must display a high degree of professionalism and integrity in interacting with the employers and coworkers
- Must have excellent analytical/oral/written communication and comprehension skills
- Must display a high level of sensitivity to the public and demonstrate an understanding how to provide excellent customer service
- Must be reliable regarding attendance
- Must be conscientious, responsible, and a good team player
- Must be efficient and accurate in completing assigned tasks
- Must be able to use independent judgment and to follow established procedures
**Analyst II**

**Job Profile**
The Analyst II is responsible for providing in-depth, substantive review and associated analysis of various processes relevant to client needs.

**Responsibilities**
- Review workflow products for completeness and inaccuracies/errors or omissions
- Conduct determinations and other program integrity reviews
- Address customer and case status inquiries via phone, email, or mail correspondence
- Maintain files in an accurate manner
- Prepare a variety of documents, correspondence, and reports

**Required Qualifications**

**Experience:**
- Must have experience in a production-based and/or customer service environment (See Exhibit A)
- Intermediate level proficiency in using word processing and database software
- Intermediate level skill in Microsoft Office

**Knowledge, Skills, and Abilities:**
- Must display a high degree of professionalism and integrity in interacting with the employers and coworkers
- Must have excellent oral/written communication and comprehension skills
- Must display a high level of sensitivity to the public and demonstrate an understanding how to provide excellent customer service
- Must be reliable regarding attendance
- Must be conscientious, responsible, and a good team player
- Must be efficient and accurate in completing assigned tasks
- Must be able to use independent judgment and to follow established procedures
**Lead Analyst II**

**Job Profile**

The Lead Analyst II is responsible for providing in-depth, substantive review and associated analysis of various processes relevant to client needs. In addition to performing analyst tasks, the Lead Analyst II will also assist management with problem-solving, training, coaching, and other staff management activities in support of project and business goals.

**Responsibilities**

- Assess the compliance and correctness of recommendations with applicable policies, procedures, directives and processing rules as applicable
- Answer questions regarding policy, procedures, directives, and processing rules from other analysts
- Review requests for prevailing wage determinations for completeness and inaccuracies/errors or omissions
- Conduct determinations and other program integrity reviews
- Make relevant recommendations to managers or staff on the disposition of requests
- Research, analyze, and draft responses to subject matter inquiries
- Address customer and case status inquiries via phone, email, or mail correspondence
- Assist management in meeting priority workloads and productivity goals
- Provide technical guidance and direction
- Respond to technical questions from other analysts
- Provide coaching support to other analysts to enhance performance and address personnel issues that may arise
- Assist management in overseeing other staff, including training, monitoring conduct, productivity, and performance

**Required Qualifications**

**Experience:**
- Must have experience in a production-based and/or customer service environment (See Exhibit A)
- BA or AA Degree a plus

**Knowledge, Skills and Abilities:**
- Intermediate level proficiency in using word processing and database software
- Intermediate level skill in Microsoft Office
- Must type 45-55 wpm.
- Must display a high degree of professionalism and integrity in interacting with the employers and coworkers
- Must be able to handle clients, members of the public, etc., in a pleasant and professional manner
- Must demonstrate ability to secure and maintain the cooperation of other staff
- Must be willing and able to help co-workers follow specific directions and established procedures
- Must demonstrate ability to handle difficult problems that arise with superior technical expertise and knowledge
• Must have excellent oral/written communication and comprehension skills
• Must display a high level of sensitivity to the public and demonstrate an understanding how to provide excellent customer service
• Must be reliable regarding attendance
• Must be conscientious, responsible, and a good team player
• Must be efficient and accurate in completing assigned tasks
• Must be able to use independent judgment as well as be able to follow established procedures
Research Analyst I

Job Profile
Research Analysts support the senior research team in conducting domestic and international project work and proposal writing. Research Analysts will contribute to project and proposal work through literature searches, research design, and statistical analyses.

Responsibilities
- Apply quantitative/qualitative methods and techniques to manage and analyze research data
- Construct, clean and document datasets for both internal and project related use
- Create customized and presentation quality reports from data analysis results
- Participate in the design of research studies
- Support the preparation of technical procedures and reports
- Write, compile and proof assigned portions of proposals and project reports
- Review the work product to ensure quality and consistency of content
- Review professional publications to extract and summarize information relevant to assigned project and proposal work
- Provide administrative assistance, as required, to support the senior research team

Required Qualifications

Experience:
- Undergraduate degree in related field required, Master’s Degree preferred or equivalent experience (See Exhibit A)
- Data analysis using SAS, SPSS, STATA, Access, Excel and/or other database applications
- Research experience in economics, health, education, public policy, marketing, advertising or related fields
- Proposal and report preparation experience

Knowledge, Skills, and Abilities:
- Data analysis and data management knowledge
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional and takes initiative
**Research Analyst II**

**Job Profile**
Research Analysts support the senior research team in conducting domestic and international project work and proposal writing. Research Analysts will contribute to project and proposal work through literature searches, research design, and statistical analyses.

**Responsibilities**
- Apply quantitative/qualitative methods and techniques to manage and analyze research data
- Construct, clean and document datasets for both internal and project related use
- Create customized and presentation quality reports from data analysis results
- Participate in the design of research studies
- Support the preparation of technical procedures and reports
- Write, compile and proof assigned portions of proposals and project reports
- Review the work product to ensure quality and consistency of content
- Review professional publications to extract and summarize information relevant to assigned project and proposal work
- Provide administrative assistance, as required, to support the senior research team

**Required Qualifications**

**Experience:**
- Undergraduate degree in related field required, Master’s Degree preferred or equivalent experience (See Exhibit A)
- Data analysis using SAS, SPSS, STATA, Access, Excel and/or other database applications
- Research experience in economics, health, education, public policy, marketing, advertising or related fields
- Proposal and report preparation experience

**Knowledge, Skills, and Abilities:**
- Data analysis and data management knowledge
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional and takes initiative
**Research Analyst III**

**Job Profile**

Research Analysts support the senior research team in conducting domestic and international project work and proposal writing. Research Analysts will contribute to project and proposal work through literature searches, research design, and statistical analyses.

**Responsibilities**

- Apply quantitative/qualitative methods and techniques to manage and analyze research data
- Construct, clean and document datasets for both internal and project related use
- Create customized and presentation quality reports from data analysis results
- Participate in the design of research studies
- Support the preparation of technical procedures and reports
- Write, compile and proof assigned portions of proposals and project reports
- Review the work product to ensure quality and consistency of content
- Review professional publications to extract and summarize information relevant to assigned project and proposal work
- Provide administrative assistance, as required, to support the senior research team

**Required Qualifications**

**Experience:**

- Undergraduate degree in related field required, Master’s Degree preferred or equivalent experience (See Exhibit A)
- Data analysis using SAS, SPSS, STATA, Access, Excel and/or other database applications
- Research experience in economics, health, education, public policy, marketing, advertising or related fields
- Proposal and report preparation experience

**Knowledge, Skills, and Abilities:**

- Data analysis and data management knowledge
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional, and takes initiative
Research Analyst IV

Job Profile

Research Analysts support the senior research team in conducting domestic and international project work and proposal writing. Research Analysts will contribute to project and proposal work through literature searches, research design, and statistical analyses.

Responsibilities

- Apply quantitative/qualitative methods and techniques to manage and analyze research data
- Construct, clean and document datasets for both internal and project related use
- Create customized and presentation quality reports from data analysis results
- Participate in the design of research studies
- Support the preparation of technical procedures and reports
- Write, compile and proof assigned portions of proposals and project reports
- Review the work product to ensure quality and consistency of content
- Review professional publications to extract and summarize information relevant to assigned project and proposal work
- Provide administrative assistance, as required, to support the senior research team

Required Qualifications

Experience:

- Undergraduate degree in related field required, Master’s Degree preferred or equivalent experience (See Exhibit A)
- Data analysis using SAS, SPSS, STATA, Access, Excel and/or other database applications
- Research experience in economics, health, education, public policy, marketing, advertising or related fields
- Proposal and report preparation experience

Knowledge, Skills, and Abilities:

- Data analysis and data management knowledge
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional and takes initiative
**Research Analyst V**

*Job Profile*

Research Analysts support the senior research team in conducting domestic and international project work and proposal writing. Research Analysts will contribute to project and proposal work through literature searches, research design, and statistical analyses.

**Responsibilities**

- Apply quantitative/qualitative methods and techniques to manage and analyze research data
- Construct, clean and document datasets for both internal and project related use
- Create customized and presentation quality reports from data analysis results
- Participate in the design of research studies
- Support the preparation of technical procedures and reports
- Write, compile and proof assigned portions of proposals and project reports
- Review the work product to ensure quality and consistency of content
- Review professional publications to extract and summarize information relevant to assigned project and proposal work
- Provide administrative assistance, as required, to support the senior research team

**Required Qualifications**

*Experience:*

- Undergraduate degree in related field required, Master’s Degree preferred or equivalent experience (See Exhibit A)
- Data analysis using SAS, SPSS, STATA, Access, Excel and/or other database applications
- Research experience in economics, health, education, public policy, marketing advertising or related fields
- Proposal and report preparation experience

*Knowledge, Skills, and Abilities:*

- Data analysis and data management knowledge
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional and takes initiative
Research Associate I

Job Profile

Research Associates support the senior research team in conducting domestic and international project work and proposal writing. The Research Associate will contribute to project and proposal work through literature searches, research design, and statistical analyses. Research Associates will also provide guidance as needed to Research Analysts for project production and support.

Responsibilities

- Responsible for assisting senior research associates, program directors, and project managers in the execution of their research duties
- Works closely with assigned Project Managers/directors and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Monitors and prepares briefs on information regarding trends in program interest area

Required Qualifications

Experience:

- A Master’s Degree or Ph.D. in economics, public policy, health policy, political science, or a related field or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

Knowledge, Skills, and Abilities:

- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional, and takes initiative
Research Associate II

Job Profile
Research Associates support the senior research team in conducting domestic and international project work and proposal writing. The Research Associate will contribute to project and proposal work through literature searches, research design, and statistical analyses. Research Associates will also provide guidance as needed to Research Analysts for project production and support.

Responsibilities
- Responsible for assisting senior research associates, program directors, and project managers in the execution of their research duties
- Works closely with assigned Project Managers/directors and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Monitors and prepares briefs on information regarding trends in program interest area

Required Qualifications
Experience:
- A Master’s Degree or Ph.D. in economics, public policy, health policy, political science, or a related field or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

Knowledge, Skills, and Abilities:
- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional, and takes initiative
Research Associate III

Job Profile

Research Associates support the senior research team in conducting domestic and international project work and proposal writing. The Research Associate will contribute to project and proposal work through literature searches, research design, and statistical analyses. Research Associates will also provide guidance as needed to Research Analysts for project production and support.

Responsibilities

- Responsible for assisting senior research associates, program directors, and project managers in the execution of their research duties
- Works closely with assigned Project Managers/directors and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Monitors and prepares briefs on information regarding trends in program interest area

Required Qualifications

Experience:

- A Master’s Degree or Ph.D. in economics, public policy, health policy, political science, or a related field or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

Knowledge, Skills, and Abilities:

- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional, and takes initiative
**Research Associate IV**

**Job Profile**

Research Associates support the senior research team in conducting domestic and international project work and proposal writing. The Research Associate will contribute to project and proposal work through literature searches, research design, and statistical analyses. Research Associates will also provide guidance as needed to Research Analysts for project production and support.

**Responsibilities**

- Responsible for assisting senior research associates, program directors, and project managers in the execution of their research duties
- Works closely with assigned Project Managers/directors and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Monitors and prepares briefs on information regarding trends in program interest area

**Required Qualifications**

*Experience:*

- A Master’s Degree or Ph.D. in economics, public policy, health policy, political science, or a related field or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

*Knowledge, Skills, and Abilities:*

- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional and takes initiative
Research Associate V

Job Profile
Research Associates support the senior research team in conducting domestic and international project work and proposal writing. The Research Associate will contribute to project and proposal work through literature searches, research design, and statistical analyses. Research Associates will also provide guidance as needed to Research Analysts for project production and support.

Responsibilities
- Responsible for assisting senior research associates, program directors, and project managers in the execution of their research duties
- Works closely with assigned Project Managers/directors and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Monitors and prepares briefs on information regarding trends in program interest area

Required Qualifications
Experience:
- A Master’s Degree or Ph.D. in economics, public policy, health policy, political science, or a related field or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

Knowledge, Skills, and Abilities:
- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional and takes initiative
Research Associate VI

Job Profile

Research Associates support the senior research team in conducting domestic and international project work and proposal writing. The Research Associate will contribute to project and proposal work through literature searches, research design, and statistical analyses. Research Associates will also provide guidance as needed to Research Analysts for project production and support.

Responsibilities

- Responsible for assisting senior research associates, program directors, and project managers in the execution of their research duties
- Works closely with assigned Project Managers/directors and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Monitors and prepares briefs on information regarding trends in program interest area

Required Qualifications

Experience:

- A Master’s Degree or Ph.D. in economics, public policy, health policy, political science, or a related field or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

Knowledge, Skills, and Abilities:

- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional and takes initiative
Research Associate VII

Job Profile

Research Associates support the senior research team in conducting domestic and international project work and proposal writing. The Research Associate will contribute to project and proposal work through literature searches, research design, and statistical analyses. Research Associates will also provide guidance as needed to Research Analysts for project production and support.

Responsibilities

- Responsible for assisting senior research associates, program directors, and project managers in the execution of their research duties
- Works closely with assigned Project Managers/directors and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Monitors and prepares briefs on information regarding trends in program interest area

Required Qualifications

Experience:

- A Master’s Degree or Ph.D. in economics, public policy, health policy, political science, or a related field or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

Knowledge, Skills, and Abilities:

- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional and takes initiative
**Senior Research Associate I**

**Job Profile**
Sr. Research Associates manage the senior research team and conduct domestic and international project work and the management of proposal writing. The Sr. Research Associate will manage the project and proposal work through literature searches, research design, and statistical analyses. Sr. Research Associates will also provide guidance as needed to Research Analysts and Research Associate for project production and support.

**Responsibilities**
- Responsible for the effective assessment of the approach taken or proposed to be utilized in executing a research initiative
- Works closely with assigned Project Managers, Research Fellows and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Participates in program/in-process reviews with the Customer and the Team; serves as a senior subject matter expert with the Customer
- Provides expert guidance
- Participates in producing deliverable requirements to the customer

**Required Qualifications**

*Experience:*
- Graduate Level Education or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

*Knowledge, Skills, and Abilities:*
- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional and takes initiative
**Senior Research Associate II**

**Job Profile**
Sr. Research Associates manage the senior research team and conduct domestic and international project work and the management of proposal writing. The Sr. Research Associate will manage the project and proposal work through literature searches, research design, and statistical analyses. Sr. Research Associates will also provide guidance as needed to Research Analysts and Research Associate for project production and support.

**Responsibilities**
- Responsible for the effective assessment of the approach taken or proposed to be utilized in executing a research initiative
- Works closely with assigned Project Managers, Research Fellows and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Participates in program/in-process reviews with the Customer and the Team; serves as a senior subject matter expert with the Customer
- Provides expert guidance
- Participates in producing deliverable requirements to the customer

**Required Qualifications**

**Experience:**
- Graduate Level Education or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

**Knowledge, Skills, and Abilities:**
- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional, and takes initiative
**Senior Research Associate III**

**Job Profile**

Sr. Research Associates manage the senior research team and conduct domestic and international project work and the management of proposal writing. The Sr. Research Associate will manage the project and proposal work through literature searches, research design, and statistical analyses. Sr. Research Associates will also provide guidance as needed to Research Analysts and Research Associate for project production and support.

**Responsibilities**

- Responsible for the effective assessment of the approach taken or proposed to be utilized in executing a research initiative
- Works closely with assigned Project Managers, Research Fellows and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Participates in program/in-process reviews with the Customer and the Team; serves as a senior subject matter expert with the Customer
- Provides expert guidance
- Participates in producing deliverable requirements to the customer

**Required Qualifications**

*Experience:*

- Graduate Level Education or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

*Knowledge, Skills, and Abilities:*

- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional and takes initiative
**Senior Research Associate IV**

**Job Profile**

Sr. Research Associates manage the senior research team and conduct domestic and international project work and the management of proposal writing. The Sr. Research Associate will manage the project and proposal work through literature searches, research design, and statistical analyses. Sr. Research Associates will also provide guidance as needed to Research Analysts and Research Associate for project production and support.

**Responsibilities**

- Responsible for the effective assessment of the approach taken or proposed to be utilized in executing a research initiative
- Works closely with assigned Project Managers, Research Fellows and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Participates in program/in-process reviews with the Customer and the Team; serves as a senior subject matter expert with the Customer
- Provides expert guidance
- Participates in producing deliverable requirements to the customer

**Required Qualifications**

*Experience:*

- Graduate Level Education or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

*Knowledge, Skills, and Abilities:*

- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional and takes initiative
**Senior Research Associate V**

**Job Profile**

Sr. Research Associates manage the senior research team and conduct domestic and international project work and the management of proposal writing. The Sr. Research Associate will manage the project and proposal work through literature searches, research design, and statistical analyses. Sr. Research Associates will also provide guidance as needed to Research Analysts and Research Associate for project production and support.

**Responsibilities**

- Responsible for the effective assessment of the approach taken or proposed to be utilized in executing a research initiative
- Works closely with assigned Project Managers, Research Fellows and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Participates in program/in-process reviews with the Customer and the Team; serves as a senior subject matter expert with the Customer
- Provides expert guidance
- Participates in producing deliverable requirements to the customer

**Required Qualifications**

*Experience:*

- Graduate Level Education or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

*Knowledge, Skills, and Abilities:*

- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional, and takes initiative
**Senior Research Associate VI**

**Job Profile**

Sr. Research Associates manage the senior research team and conduct domestic and international project work and the management of proposal writing. The Sr. Research Associate will manage the project and proposal work through literature searches, research design, and statistical analyses. Sr. Research Associates will also provide guidance as needed to Research Analysts and Research Associate for project production and support.

**Responsibilities**
- Responsible for the effective assessment of the approach taken or proposed to be utilized in executing a research initiative
- Works closely with assigned Project Managers, Research Fellows and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Participates in program/in-process reviews with the Customer and the Team; serves as a senior subject matter expert with the Customer
- Provides expert guidance
- Participates in producing deliverable requirements to the customer

**Required Qualifications**

*Experience:*
- Graduate Level Education or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

*Knowledge, Skills, and Abilities:*
- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional, and takes initiative
Senior Research Associate VII

Job Profile
Sr. Research Associates manage the senior research team and conduct domestic and international project work and the management of proposal writing. The Sr. Research Associate will manage the project and proposal work through literature searches, research design, and statistical analyses. Sr. Research Associates will also provide guidance as needed to Research Analysts and Research Associate for project production and support.

Responsibilities
- Responsible for the effective assessment of the approach taken or proposed to be utilized in executing a research initiative
- Works closely with assigned Project Managers, Research Fellows and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Participates in program/in-process reviews with the Customer and the Team; serves as a senior subject matter expert with the Customer
- Provides expert guidance
- Participates in producing deliverable requirements to the customer

Required Qualifications

Experience:
- Graduate Level Education or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

Knowledge, Skills, and Abilities:
- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional and takes initiative
**Senior Research Associate VIII**

**Job Profile**

Sr. Research Associates manage the senior research team and conduct domestic and international project work and the management of proposal writing. The Sr. Research Associate will manage the project and proposal work through literature searches, research design, and statistical analyses. Sr. Research Associates will also provide guidance as needed to Research Analysts and Research Associate for project production and support.

**Responsibilities**

- Responsible for the effective assessment of the approach taken or proposed to be utilized in executing a research initiative
- Works closely with assigned Project Managers, Research Fellows and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Participates in program/in-process reviews with the Customer and the Team; serves as a senior subject matter expert with the Customer
- Provides expert guidance
- Participates in producing deliverable requirements to the customer

**Required Qualifications**

_Experience:_

- Graduate Level Education or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

_Knowledge, Skills, and Abilities:_

- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional, and takes initiative
Senior Research Associate IX

Job Profile
Sr. Research Associates manage the senior research team and conduct domestic and international project work and the management of proposal writing. The Sr. Research Associate will manage the project and proposal work through literature searches, research design, and statistical analyses. Sr. Research Associates will also provide guidance as needed to Research Analysts and Research Associate for project production and support.

Responsibilities
- Responsible for the effective assessment of the approach taken or proposed to be utilized in executing a research initiative
- Works closely with assigned Project Managers, Research Fellows and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Participates in program/in-process reviews with the Customer and the Team; serves as a senior subject matter expert with the Customer
- Provides expert guidance
- Participates in producing deliverable requirements to the customer

Required Qualifications

Experience:
- Graduate Level Education or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

Knowledge, Skills, and Abilities:
- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional, and takes initiative
**Senior Research Associate X**

**Job Profile**
Sr. Research Associates manage the senior research team and conduct domestic and international project work and the management of proposal writing. The Sr. Research Associate will manage the project and proposal work through literature searches, research design, and statistical analyses. Sr. Research Associates will also provide guidance as needed to Research Analysts and Research Associate for project production and support.

**Responsibilities**
- Responsible for the effective assessment of the approach taken or proposed to be utilized in executing a research initiative
- Works closely with assigned Project Managers, Research Fellows and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Participates in program/in-process reviews with the Customer and the Team; serves as a senior subject matter expert with the Customer
- Provides expert guidance
- Participates in producing deliverable requirements to the customer

**Required Qualifications**

*Experience:*
- Graduate Level Education or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

*Knowledge, Skills, and Abilities:*
- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional, and takes initiative
**Senior Research Associate XIII**

**Job Profile**
Sr. Research Associates manage the senior research team and conduct domestic and international project work and the management of proposal writing. The Sr. Research Associate will manage the project and proposal work through literature searches, research design, and statistical analyses. Sr. Research Associates will also provide guidance as needed to Research Analysts and Research Associate for project production and support.

**Responsibilities**
- Responsible for the effective assessment of the approach taken or proposed to be utilized in executing a research initiative
- Works closely with assigned Project Managers, Research Fellows and/or other researchers in ensuring that focus is maintained on problem solution and task completion
- Participates in program/in-process reviews with the Customer and the Team; serves as a senior subject matter expert with the Customer
- Provides expert guidance
- Participates in producing deliverable requirements to the customer

**Required Qualifications**

*Experience:*
- Graduate Level Education or equivalent experience (See Exhibit A)
- Work experience in a research organization beyond graduate school

*Knowledge, Skills, and Abilities:*
- Knowledge of advanced quantitative and qualitative analysis techniques
- Experience in using statistical programming software tools (e.g., SAS, STATA, SPSS)
- Strong research and data analysis skills
- Good oral and written communication skills
- Excellent organizational skills
- Able to learn quickly, take direction and work independently
- Use collaborative and consultative approaches to resolve issues
- Creative, professional, and takes initiative
5. Executive Positions

Medical Director I

Job Profile

The Medical Director participates in the development of clinically accurate research plans and approaches, manages medium and large-sized client projects, conducts quantitative and qualitative health services research, and provides clinical knowledge and expertise on IMPAQ client projects.

Responsibilities

- Works with Project Managers and other researchers to develop clinically accurate research designs
- Manages medium and large-sized health services research, marketing and advertising projects
- Conducts qualitative and quantitative health services research
- Develops and delivers high quality reports and presentations

Required Qualifications

Experience:

- Board-certified physician (MD or DO) (See Exhibit A)
- Experience in clinical health care
- Experience in health services research
- Experience managing medium and large size research, marketing and advertising projects for federal clients

Knowledge, Skills, and Abilities:

- Demonstrated leadership and management ability
- Extensive knowledge of research design and implementation
- Knowledge of contracts, accounting and finance
- Knowledge of Federal, State and International government/agency contracting
- Superior computer software skills including: Microsoft Office, database management, finance and accounting applications
- Able to function as a leader who will enhance the effectiveness of specific contracts
**Assistant Project Manager I**

**Job Profile**

The Assistant Project Manager/Supervisory Analyst will support the Project Manager/Supervisory Analyst to provide management and processing support to the client processes; assist in planning and setting production goals on a weekly basis; monitor performance of the staff against production goals.

**Responsibilities**

- Implement and manage the overall contract requirements
- Oversee the day-to-day activities of staff; monitor staff performance
- Supervise, direct, coordinate the activities and schedules of the staff
- Document, and maintain work processes and rules
- Assist in developing productions goals for staff
- Analyze and prepare reports on trends in customer inquiries/requests for assistance
- Recommend improvements in overall service

**Required Qualifications**

*Experience:*

- Must have a minimum of a degree from an accredited college or equivalent experience (See Exhibit A)

*Knowledge, Skills and Abilities:*

- Must display a high degree of professionalism and integrity in interacting with the employers and coworkers
- Must have excellent oral/written communication and comprehension skills
- Must display a high level of sensitivity to the public and demonstrate an understanding how to provide excellent customer service
- Must be reliable regarding attendance
- Must be conscientious, responsible, and a good team player
- Must be efficient and accurate in completing assigned tasks
- Must be able to use independent judgment and to follow established procedures
Project Manager I

Job Profile

The Project Manager/Supervisory Analyst manages and implements the overall contract requirements for a project. The individual oversees the day-to-day activities of the project staff; supervises, directs, and coordinates their activities and schedules; plans and sets production goals; monitors performance of the staff against production goals.

Responsibilities

- Implement and manage the overall contract requirements
- Oversee the day-to-day activities of the contract staff; monitor staff performance
- Supervise, direct, coordinate the activities and schedules of the staff
- Develop, document, and maintain work processes and rules
- Assist in developing productions goals
- Work with and coordinate the contractor’s activities with the corresponding client staff, as required
- Analyze and prepare reports on trends in customer inquiries/requests for assistance
- Recommend improvements in overall service

Required Qualifications

Experience:

- Must have a minimum of a degree from an accredited college or university or equivalent experience (See Exhibit A)

Knowledge, Skills and Abilities:

- Must display a high degree of professionalism and integrity in interacting with the employers and coworkers
- Must have excellent oral/written communication and comprehension skills
- Must display a high level of sensitivity to the public and demonstrate an understanding how to provide excellent customer service
- Must be reliable regarding attendance
- Must be conscientious, responsible, and a good team player
- Must be efficient and accurate in completing assigned tasks
- Must be able to use independent judgment and to follow established procedures
**Project Manager/Director I**

**Job Profile**

The Project Manager/Director will focus on managing contract deliverables and systems, and ensuring operational efficiency. This position will manage, develop, and organize specific research, marketing and advertising functions intended to achieve contractual goals, deliverables and objectives for the customers.

**Responsibilities**

- Develop research methodologies and approaches for project performance
- Work closely with subordinate Task Leaders and other researchers in ensuring that focus is maintained on problem solution and task completion on specific contracts
- Participate in program / in-process reviews with the customer and the work team to ensure compliance of the contract and deliverable schedule
- Serves as the overall technical point of contact with the customer
- Provides expert guidance at the highest intellectual levels
- Ensures that all deliverable requirements to the customer are met

**Required Qualifications**

**Experience:**

- Graduate Level Education or equivalent experience (See Exhibit A)
- Experience in managing projects and/or programs
- Years of progressively complex research project management experience

**Knowledge, Skills, and Abilities:**

- Able to function as a leader who will enhance the effectiveness of specific contracts
- Extensive knowledge of research design and implementation
- Knowledge of contracts, accounting and finance
- Demonstrated leadership and management ability
- Knowledge of Federal, State and International government/agency contracting
- Superior computer software skills including: Microsoft Office, database management, finance and accounting applications
- Responsible for the research and publication associated with that of being a generally accepted leader within the academic community
- Research and publication products are considered among the most important deliverables throughout the field of the particular discipline
Project Manager/Director II

Job Profile

The Project Manager/Director will focus on managing contract deliverables and systems, and ensuring operational efficiency. This position will manage, develop, and organize specific research, marketing and advertising functions intended to achieve contractual goals, deliverables and objectives for the customers.

Responsibilities

- Develop research, marketing and advertising methodologies and approaches for project performance
- Work closely with subordinate Task Leaders and other researchers in ensuring that focus is maintained on problem solution and task completion on specific contracts
- Participate in program / in-process reviews with the customer and the work team to ensure compliance of the contract and deliverable schedule
- Serves as the overall technical point of contact with the customer
- Provides expert guidance at the highest intellectual levels
- Ensures that all deliverable requirements to the customer are met

Required Qualifications

Experience:

- Graduate Level Education or equivalent experience (See Exhibit A)
- Experience in managing projects and/or programs
- Years of progressively complex research, marketing and advertising project management experience

Knowledge, Skills, and Abilities:

- Able to function as a leader who will enhance the effectiveness of specific contracts
- Extensive knowledge of research design and implementation
- Knowledge of contracts, accounting and finance
- Demonstrated leadership and management ability
- Knowledge of Federal, State and International government/agency contracting
- Superior computer software skills including: Microsoft Office, database management, finance and accounting applications
- Responsible for the research and publication associated with that of being a generally accepted leader within the academic community
- Research and publication products are considered among the most important deliverables throughout the field of the particular discipline
Project Manager/Director III

Job Profile

The Project Manager/Director will focus on managing contract deliverables and systems, and ensuring operational efficiency. This position will manage, develop, and organize specific research, marketing and advertising functions intended to achieve contractual goals, deliverables and objectives for the customers.

Responsibilities

- Develop research, marketing and advertising methodologies and approaches for project performance
- Work closely with subordinate Task Leaders and other researchers in ensuring that focus is maintained on problem solution and task completion on specific contracts
- Participate in program reviews with the customer and the project team to ensure compliance of the contract and deliverable schedule
- Serves as the overall technical point of contact with the customer
- Provides expert guidance at the highest intellectual levels
- Ensures that all deliverable requirements to the customer are met

Required Qualifications

Experience:

- Graduate Level Education or equivalent experience (See Exhibit A)
- Experience in managing projects and/or programs
- Years of progressively complex research, marketing and advertising project management experience

Knowledge, Skills, and Abilities:

- Able to function as a leader who will enhance the effectiveness of specific contracts
- Extensive knowledge of research design and implementation
- Knowledge of contracts, accounting and finance
- Demonstrated leadership and management ability
- Knowledge of Federal, State and International government/agency contracting
- Superior computer software skills including: Microsoft Office, database management, finance and accounting applications
- Responsible for the research and publication associated with that of being a generally accepted leader within the academic community
- Research and publication products are considered among the most important deliverables throughout the field of the particular discipline
**Project Manager/Director IV**

**Job Profile**

The Project Manager/Director will focus on managing contract deliverables and systems, and ensuring operational efficiency. This position will manage, develop, and organize specific research, marketing and advertising functions intended to achieve contractual goals, deliverables and objectives for the customers.

**Responsibilities**

- Develop research, marketing and advertising methodologies and approaches for project performance
- Work closely with subordinate Task Leaders and other researchers in ensuring that focus is maintained on problem solution and task completion on specific contracts
- Participate in program reviews with the customer and the project team to ensure compliance of the contract and deliverable schedule
- Serves as the overall technical point of contact with the customer
- Provides expert guidance at the highest intellectual levels
- Ensures that all deliverable requirements to the customer are met

**Required Qualifications**

**Experience:**

- Graduate Level Education or equivalent experience (See Exhibit A)
- Experience in managing projects and/or programs
- Years of progressively complex research, marketing and advertising project management experience

**Knowledge, Skills, and Abilities:**

- Able to function as a leader who will enhance the effectiveness of specific contracts
- Extensive knowledge of research design and implementation
- Knowledge of contracts, accounting and finance
- Demonstrated leadership and management ability
- Knowledge of Federal, State and International government/agency contracting
- Superior computer software skills including: Microsoft Office, database management, finance and accounting applications
- Responsible for the research and publication associated with that of being a generally accepted leader within the academic community
- Research and publication products are considered among the most important deliverables throughout the field of the particular discipline
Project Manager/Director V

Job Profile
The Project Manager/Director will focus on managing contract deliverables and systems, and ensuring operational efficiency. This position will manage, develop, and organize specific research, marketing and advertising functions intended to achieve contractual goals, deliverables and objectives for the customers.

Responsibilities
- Develop research, marketing and advertising methodologies and approaches for project performance
- Work closely with subordinate Task Leaders and other researchers in ensuring that focus is maintained on problem solution and task completion on specific contracts
- Participate in program reviews with the customer and the project team to ensure compliance of the contract and deliverable schedule
- Serves as the overall technical point of contact with the customer
- Provides expert guidance at the highest intellectual levels
- Ensures that all deliverable requirements to the customer are met

Required Qualifications
Experience:
- Graduate Level Education or equivalent experience (See Exhibit A)
- Experience in managing projects and/or programs
- Years of progressively complex research, marketing and advertising project management experience

Knowledge, Skills, and Abilities:
- Able to function as a leader who will enhance the effectiveness of specific contracts
- Extensive knowledge of research design and implementation
- Knowledge of contracts, accounting and finance
- Demonstrated leadership and management ability
- Knowledge of Federal, State and International government/agency contracting
- Superior computer software skills including: Microsoft Office, database management, finance and accounting applications
- Responsible for the research and publication associated with that of being a generally accepted leader within the academic community
- Research and publication products are considered among the most important deliverables throughout the field of the particular discipline
**Project Manager/Director VI**

**Job Profile**
The Project Manager/Director will focus on managing contract deliverables and systems, and ensuring operational efficiency. This position will manage, develop, and organize specific research, marketing and advertising functions intended to achieve contractual goals, deliverables and objectives for the customers.

**Responsibilities**
- Develop research, marketing and advertising methodologies and approaches for project performance
- Work closely with subordinate Task Leaders and other researchers in ensuring that focus is maintained on problem solution and task completion on specific contracts
- Participate in program reviews with the customer and the project team to ensure compliance of the contract and deliverable schedule
- Serves as the overall technical point of contact with the customer
- Provides expert guidance at the highest intellectual levels
- Ensures that all deliverable requirements to the customer are met

**Required Qualifications**

*Experience:*
- Graduate Level Education or equivalent experience (See Exhibit A)
- Experience in managing projects and/or programs
- Years of progressively complex research, marketing and advertising project management experience

*Knowledge, Skills, and Abilities:*
- Able to function as a leader who will enhance the effectiveness of specific contracts
- Extensive knowledge of research design and implementation
- Knowledge of contracts, accounting and finance
- Demonstrated leadership and management ability
- Knowledge of Federal, State and International government/agency contracting
- Superior computer software skills including: Microsoft Office, database management, finance and accounting applications
- Responsible for the research and publication associated with that of being a generally accepted leader within the academic community
- Research and publication products are considered among the most important deliverables throughout the field of the particular discipline
**Project Manager/Director VII**

**Job Profile**

The Project Manager/Director will focus on managing contract deliverables and systems, and ensuring operational efficiency. This position will manage, develop, and organize specific research, marketing and advertising functions intended to achieve contractual goals, deliverables and objectives for the customers.

**Responsibilities**

- Develop research, marketing and advertising methodologies and approaches for project performance
- Work closely with subordinate Task Leaders and other researchers in ensuring that focus is maintained on problem solution and task completion on specific contracts
- Participate in program reviews with the customer and the project team to ensure compliance of the contract and deliverable schedule
- Serves as the overall technical point of contact with the customer
- Provides expert guidance at the highest intellectual levels
- Ensures that all deliverable requirements to the customer are met

**Required Qualifications**

*Experience:*

- Graduate Level Education or equivalent experience (See Exhibit A)
- Experience in managing projects and/or programs
- Years of progressively complex research, marketing and advertising project management experience

*Knowledge, Skills, and Abilities:*

- Able to function as a leader who will enhance the effectiveness of specific contracts
- Extensive knowledge of research design and implementation
- Knowledge of contracts, accounting and finance
- Demonstrated leadership and management ability
- Knowledge of Federal, State and International government/agency contracting
- Superior computer software skills including: Microsoft Office, database management, finance and accounting applications
- Responsible for the research and publication associated with that of being a generally accepted leader within the academic community
- Research and publication products are considered among the most important deliverables throughout the field of the particular discipline
**Project Manager/Director VIII**

**Job Profile**

The Project Manager/Director will focus on managing contract deliverables and systems, and ensuring operational efficiency. This position will manage, develop, and organize specific research, marketing and advertising functions intended to achieve contractual goals, deliverables and objectives for the customers.

**Responsibilities**

- Develop research, marketing and advertising methodologies and approaches for project performance
- Work closely with subordinate Task Leaders and other researchers in ensuring that focus is maintained on problem solution and task completion on specific contracts
- Participate in program / in-process reviews with the customer and the work team to ensure compliance of the contract and deliverable schedule
- Serves as the overall technical point of contact with the customer
- Provides expert guidance at the highest intellectual levels
- Ensures that all deliverable requirements to the customer are met

**Required Qualifications**

**Experience:**

- Graduate Level Education or equivalent experience (See Exhibit A)
- Experience in managing projects and/or programs
- Years of progressively complex research, marketing and advertising project management experience

**Knowledge, Skills, and Abilities:**

- Able to function as a leader who will enhance the effectiveness of specific contracts
- Extensive knowledge of research design and implementation
- Knowledge of contracts, accounting and finance
- Demonstrated leadership and management ability
- Knowledge of Federal, State and International government/agency contracting
- Superior computer software skills including: Microsoft Office, database management, finance and accounting applications
- Responsible for the research and publication associated with that of being a generally accepted leader within the academic community
- Research and publication products are considered among the most important deliverables throughout the field of the particular discipline
**Vice President II**

**Job Profile**

The Vice President will focus on enhancing project research, marketing and advertising staff operational efficiency for specific contract performance. The Vice President will identify contractual obstacles in performance, terms, and outside forces, and work with senior management of the customer or program in implementing new systems and methodologies to maintain contractual integrity, performance, and delivery. This position will advise, support, and organize both contract staff and research, marketing and advertising functions intended to achieve contractual goals and objectives.

**Responsibilities**

- Develop client and teaming relationships
- Evaluate and analyze contract, task, and project financial and revenue data
- Assist in enhancing staff competency and accountability
- Assist with the development of the contract’s organizational infrastructure
- Manage research, marketing, advertising and survey center staff
- Manage the implementation of the project’s design with the senior management of the customer/program
- Participate in research, marketing and advertising team meetings to develop project methodology, deliverable schedule, and approaches
- Review client deliverables
- Serve as liaison to the client regarding project performance and contract issues

As a member of the IMPAQ Management Team, the Vice President will also participate in all aspects of staff performance reviews and financial management of each contract/task under their purview.

**Required Qualifications**

**Experience:**

- Graduate Level Education or equivalent experience (See Exhibit A)
- Years of progressively complex research, marketing and advertising project management experience
- Experience in managing contracts and subcontracts

**Knowledge, Skills, and Abilities:**

- Demonstrated leadership and management ability
- Extensive knowledge of research design and implementation
- Knowledge of contracts, accounting and finance
- Knowledge of Federal, State and International government/agency contracting
- Superior computer software skills including: Microsoft Office, database management, finance and accounting applications
- Able to function as a leader who will enhance the effectiveness of specific contracts
**Vice President IV**

**Job Profile**

The Vice President will focus on enhancing project research, marketing and advertising staff operational efficiency for specific contract performance. The Vice President will identify contractual obstacles in performance, terms, and outside forces, and work with senior management of the customer or program in implementing new systems and methodologies to maintain contractual integrity, performance, and delivery. This position will advise, support, and organize both contract staff and research, marketing and advertising functions intended to achieve contractual goals and objectives.

**Responsibilities**

- Develop client and teaming relationships
- Evaluate and analyze contract, task, and project financial and revenue data
- Assist in enhancing staff competency and accountability
- Assist with the development of the contract’s organizational infrastructure
- Manage research, marketing, advertising and survey center staff
- Manage the implementation of the project’s design with the senior management of the customer/program
- Participate in research, marketing and advertising team meetings to develop project methodology, deliverable schedule, and approaches
- Review client deliverables
- Serve as liaison to the client regarding project performance and contract issues

As a member of the IMPAQ Management Team, the Vice President will also participate in all aspects of staff performance reviews and financial management of each contract/task under their purview.

**Required Qualifications**

**Experience:**

- Graduate Level Education or equivalent experience (See Exhibit A)
- Years of progressively complex research, marketing and advertising project management experience
- Experience in managing contracts and subcontracts

**Knowledge, Skills, and Abilities:**

- Demonstrated leadership and management ability
- Extensive knowledge of research design and implementation
- Knowledge of contracts, accounting and finance
- Knowledge of Federal, State and International government/agency contracting
- Superior computer software skills including: Microsoft Office, database management, finance and accounting applications
- Able to function as a leader who will enhance the effectiveness of specific contracts
## Exhibit A - Experience and Education Requirements by Labor Category

<table>
<thead>
<tr>
<th>Position</th>
<th>Labor Category</th>
<th>Grade Level</th>
<th>Years of Experience</th>
<th>Education Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Positions</td>
<td>Data Entry Assistant</td>
<td>I</td>
<td>0 years</td>
<td>High School Diploma or equivalent</td>
</tr>
<tr>
<td>Administrative Assnt. I</td>
<td>I</td>
<td>0 years</td>
<td>High School Diploma or equivalent</td>
<td></td>
</tr>
<tr>
<td>Administrative Assnt. II</td>
<td>II</td>
<td>3 years</td>
<td>High School Diploma or equivalent</td>
<td></td>
</tr>
<tr>
<td>Administrative Assnt. III</td>
<td>III</td>
<td>5 years</td>
<td>High School Diploma or equivalent</td>
<td></td>
</tr>
<tr>
<td>Administrative Assnt. IV</td>
<td>IV</td>
<td>6 years</td>
<td>High School Diploma or equivalent</td>
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<tr>
<td>Survey Center Positions</td>
<td>Survey Center Interviewer</td>
<td>I</td>
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<tr>
<td>Survey Center Interviewer</td>
<td>II</td>
<td>2 years</td>
<td>High School Diploma or equivalent</td>
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</tr>
<tr>
<td>Survey Center Interviewer</td>
<td>III</td>
<td>3 years</td>
<td>High School Diploma or equivalent</td>
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<tr>
<td>Survey Center Supervisor</td>
<td>I</td>
<td>1 year</td>
<td>High School Diploma or equivalent</td>
<td></td>
</tr>
<tr>
<td>Survey Center Supervisor</td>
<td>II</td>
<td>2 years</td>
<td>High School Diploma or equivalent</td>
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<tr>
<td>Survey Center Asnt. Mgr.</td>
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<td>2 years</td>
<td>High School Diploma or equivalent</td>
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<tr>
<td>Survey Center Manager</td>
<td>I</td>
<td>3 years</td>
<td>Bachelors Degree</td>
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<tr>
<td>Survey Director</td>
<td>I</td>
<td>5 years</td>
<td>Masters Degree or Ph.D.</td>
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<tr>
<td>Position</td>
<td>Labor Category</td>
<td>Grade Level</td>
<td>Years of Experience</td>
<td>Education Requirements</td>
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<td>--------------------------------------------</td>
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<td>IT and Programmer Positions</td>
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<td></td>
<td>MIS Engineer II</td>
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<td>MIS Engineer III</td>
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<td></td>
<td>Programmer I</td>
<td>I</td>
<td>3 years</td>
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<td>Programmer II</td>
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<td></td>
<td>IT Director I</td>
<td>I</td>
<td>5 years</td>
<td>Bachelors Degree</td>
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<td></td>
<td>Database/Systems Analyst III</td>
<td>III</td>
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<td>Bachelors Degree</td>
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<td></td>
<td>IT Systems Administrator II</td>
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<td>2 years</td>
<td>Bachelors Degree</td>
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<td></td>
<td>Director, Data Systems &amp; Software Architecture I</td>
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<td>10 years</td>
<td>Bachelors Degree in Information Systems/Sciences</td>
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<td>Position</td>
<td>Labor Category</td>
<td>Grade Level</td>
<td>Years of Experience</td>
<td>Education Requirements</td>
</tr>
<tr>
<td>--------------------------------</td>
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<td>Research Positions</td>
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<td>Analyst</td>
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<td>Lead Analyst</td>
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<td>II</td>
<td>1 year</td>
<td>High School Diploma or equivalent</td>
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<td>Recruitment Analyst I</td>
<td></td>
<td>I</td>
<td>1 year</td>
<td>Bachelors Degree</td>
</tr>
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<td>Recruitment Analyst II</td>
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<td>3 years</td>
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<tr>
<td>Research Analyst I</td>
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<td>I</td>
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<td>Bachelors Degree</td>
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<td>Research Analyst II</td>
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<td>II</td>
<td>2 years</td>
<td>Bachelors Degree</td>
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<td>Research Analyst III</td>
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<td>3 years</td>
<td>Bachelors Degree</td>
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<td>Research Analyst IV</td>
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<td>5 years</td>
<td>Bachelors Degree</td>
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<td>Research Analyst V</td>
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<td>V</td>
<td>6 years</td>
<td>Bachelors Degree</td>
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<td>Research Associate I</td>
<td></td>
<td>I</td>
<td>1 year</td>
<td>Masters Degree or Ph.D.</td>
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<td>Research Associate II</td>
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<td>II</td>
<td>2 years</td>
<td>Masters Degree or Ph.D.</td>
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<td>Research Associate III</td>
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<td>III</td>
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<td>Masters Degree or Ph.D.</td>
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<td>Research Associate IV</td>
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<td>IV</td>
<td>5 years</td>
<td>Masters Degree or Ph.D.</td>
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<tr>
<td>Research Associate V</td>
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<td>V</td>
<td>6 years</td>
<td>Masters Degree or Ph.D.</td>
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<tr>
<td>Research Associate VI</td>
<td></td>
<td>VI</td>
<td>7 years</td>
<td>Masters Degree or Ph.D.</td>
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<td>Research Associate VII</td>
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<td>VII</td>
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<td>Sr. Research Associate I</td>
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<td>1 year</td>
<td>Ph.D. or Ed.D.</td>
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<td>Sr. Research Associate II</td>
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<td>2 years</td>
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<td>3 years</td>
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<td>V</td>
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<td>Ph.D. or Ed.D.</td>
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<td>Sr. Research Associate VI</td>
<td></td>
<td>VI</td>
<td>6 years</td>
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<td>Sr. Research Associate VII</td>
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<td>7 years</td>
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<td>Sr. Research Associate VIII</td>
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<td>VIII</td>
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<td>Sr. Research Associate X</td>
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<td>XIII</td>
<td>20 years</td>
<td>Ph.D. or Ed.D.</td>
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<tr>
<td>Position</td>
<td>Labor Category</td>
<td>Grade Level</td>
<td>Years of Experience</td>
<td>Education Requirements</td>
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<tr>
<td>Executive Positions</td>
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<tr>
<td>Medical Director</td>
<td></td>
<td>I</td>
<td>10 years</td>
<td>MD or DO Degree</td>
</tr>
<tr>
<td>Assistant Project Manager</td>
<td></td>
<td>I</td>
<td>3 years</td>
<td>Bachelors Degree</td>
</tr>
<tr>
<td>Project Manager</td>
<td></td>
<td>I</td>
<td>5 years</td>
<td>Bachelors Degree</td>
</tr>
<tr>
<td>Project Mgr./Director</td>
<td>I</td>
<td>1 year</td>
<td>Masters Degree or Ph.D.</td>
<td></td>
</tr>
<tr>
<td>Project Mgr./Director</td>
<td>II</td>
<td>2 years</td>
<td>Masters Degree or Ph.D.</td>
<td></td>
</tr>
<tr>
<td>Project Mgr./Director</td>
<td>III</td>
<td>3 years</td>
<td>Masters Degree or Ph.D.</td>
<td></td>
</tr>
<tr>
<td>Project Mgr./Director</td>
<td>IV</td>
<td>4 years</td>
<td>Masters Degree or Ph.D.</td>
<td></td>
</tr>
<tr>
<td>Project Mgr./Director</td>
<td>V</td>
<td>5 years</td>
<td>Masters Degree or Ph.D.</td>
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<td>VI</td>
<td>6 years</td>
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<td>7 years</td>
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<td>Project Mgr./Director</td>
<td>VIII</td>
<td>10 years</td>
<td>Masters Degree or Ph.D.</td>
<td></td>
</tr>
<tr>
<td>Vice President</td>
<td>II</td>
<td>15 years</td>
<td>Masters Degree or Ph.D.</td>
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<tr>
<td>Vice President</td>
<td>IV</td>
<td>16 years</td>
<td>Masters Degree or Ph.D.</td>
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</tr>
</tbody>
</table>

The following substitution of education experience with the work experience applies:
- MA/MS + 4 extra years experience = PhD/EdD
- BA/BS + 3 extra years of experience = MA/MS
- AA or High School equivalency + 4 extra years of experience = BA