

Section IV: Labor Category Position Descriptions

POSITION DESCRIPTIONS

The following paragraphs are position descriptions for each of the 45 anticipated personnel categories proposed to be provided by STG International under this contract.

CLIN 1, Project Manager (PM)—With little or no corporate guidance the PM shall be capable of managing a large team of professionals in providing a wide range of services to one or more clients, within scope and budget. The PM is responsible for all aspects of project performance (i.e. technical, contractual, administrative, financial, etc.), including supervising personnel in all aspects of the project activity. The PM organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, establishes and maintains technical and management reports to demonstrate to clients that the Contractor is fulfilling its corporate performance responsibilities. Provides leadership to project teams, ensures conformance to performance requirements and assists in the overall direction to all project level activities and personnel. Must have at least eight years of relevant work experience and an undergraduate degree in a related field. Five additional years of work experience may be substituted for the undergraduate degree. A graduate degree is preferred.

CLIN 2, Deputy Project Manager (DPM)—The DPM shall be capable of directing the activities of a team of professionals in providing a wide range of services to one or more clients. The DPM is responsible for supporting all aspects of project performance (i.e. technical, contractual, administrative, financial, etc.), including supervising personnel in all aspects of the project activity. He/she organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, establishes and maintains technical and management reports to demonstrate that the Contractor is fulfilling its corporate performance responsibilities. Provides leadership to project teams, ensures conformance to performance requirements, and assists in the overall direction to all project level activities and personnel.

CLIN 3, Human Resources Manager—He/she shall provide senior-level management support, advice, counseling, and program development for human resources activities. The HR Manager possesses a comprehensive range of knowledge and experience in the oversight of human resources support functions, including in-depth knowledge of human resource personnel file organization, management, and disposition/retention policies, particularly in a federal environment. The HR Manager also is responsible for, and

experienced in, the supervision of contractor personnel involved in human resource support function, including planning of personnel resources to staff file centers, audit teams, and other sorts of long- and short-term projects. The HR Manager possesses excellent oral and written communication skills, as demonstrated by the ability to work closely with clients in the submission of audit reports, technical assessments of HR operations, and other reports and analyses.

CLIN 4, Human Resources Assistant Manager—He/she shall provide management support, advice, counseling, and program development for human resources activities. The HR Assistant Manager possesses significant knowledge and experience in one or more areas of human resources support functions, including in-depth knowledge of human resource personnel file organization, management, and disposition/retention policies, particularly in a federal environment. The HR Assistant Manager also is responsible for, and experienced in, the supervision of contractor personnel involved in human resource support function, including planning of personnel resources to staff file centers, audit teams, and other sorts of long- and short-term projects. The HR Assistant Manager possesses strong oral and written communication capabilities.

CLIN 5, Human Resources Specialist—He/she shall provide support for human resource programs, among them review and/or maintenance of human resource files. The HR Specialist has prior human resources or equivalent experience as well as a solid grounding in file organization and maintenance procedures. He or she also possesses proven administrative skills relevant to file operations, including alpha/numeric filing skills and fluently with office equipment (such as copiers, scanners, and personnel computers) used in the maintenance of filing systems.

CLIN 6, Staffing Specialist—He/she shall provide support for human resource programs, a minimum of five years of experience within the area of assignment is required. Individual have knowledge in all aspects of Federal personnel staffing to ensure consideration and selection of the best qualified candidates for position vacancies. Individual shall have experience in planning and executing actions with minimal supervision top ensure vacancies are filled as expeditiously as possible. Individual shall have the ability to use the computer and software comparable with the office. The individual shall have some experience in the development of position descriptions. The individual shall be familiar with Reduction in Force (RIF) procedures and qualification requirements.

CLIN 7, Classification Specialist—He/she shall provide support for human resource programs, a minimum of five years experience in this particular area of assignments is required. Individual will be responsible for all classifications within the assigned area of

responsibility, as well as the completion of various projects and reports. Individual shall have experience in planning and executing actions with minimum supervision or on the basis of brief outlines. Assures that classification actions are taken within legal and procedural guidelines, providing guidance and assistance to other personnel specialist, manager and supervisors within Headquarters on various classification matters. The individual should be familiar with Reduction in Force (RIF) procedures and qualifications.

CLIN 8, Employee Relation Specialist—He/she shall provide support for human resource programs, Individual shall possess excellent writing skills for the purpose of drafting award, recommendations and various advisory memoranda. Individual shall be experienced in creating and executing plans for action and milestones with minimal supervision. Individual shall have knowledge in the Government retirement and Benefits software (or equivalent) for computing retirement estimates and military deposits. Individual have in all aspects of the Federal employee retirement system, including law enforcement and 6c provisions. Experiences and knowledge in the handling of grievances and disciplinary actions. Knowledge of Federal employee benefits programs, including Thrift savings Plans, and health and life insurance is desirable. Individual shall have the ability to use the computer and word processing and programs comparable to those utilized in current offices.

CLIN 9, Senior Personnel Specialist—He/she shall provide senior level support for human resource programs, Individual shall possess 10 years of experience. These experience could be in the areas of Employee Relations or Benefits Administration, Classification, Staffing or other related human resources areas. Excellent writing skills for the purpose of drafting award, recommendations and various advisory memoranda, classification, and staffing. Individual shall be experienced in creating and executing plans for action and milestones with minimal supervision. Individual shall have knowledge in the Government retirement and Benefits software (or equivalent) for computing retirement estimates and military deposits. Individual have in all aspects of the Federal employee retirement system, including law enforcement and 6c provisions. Experiences and knowledge in the handling of grievances and disciplinary actions. Knowledge of Federal employee benefits programs, including Thrift savings Plans, and health and life insurance is desirable. Individual shall have the ability to use the computer and word processing and programs comparable to those utilized in current offices.

CLIN 10, Human Resources Quality Control Specialist—He/she provides file review and audit support for human resource file projects. The HR QC Specialist is experienced with file audit procedures and has the ability to work independently in the performance of

audit activities. Further, the HR QC Specialist is able to generate audit reports that details findings and recommend solutions to human resources records management issues.

CLIN 11, Human Resources Records Management Specialist—He/she shall provide support for human resource records management programs, including the review and/or maintenance of human resource files. The HR RM Specialist has prior human resources records management or equivalent experience as well as a solid grounding in file organization and maintenance procedures.

CLIN 12, Human Resources Assistant—He/she shall have a minimum of two years experience in this area. This individual will assist other specialists, assistants and clerks in the areas of staffing, classification, employee and labor relations. Performs human resources assistance work requiring substantial knowledge of HR terminology, requirements, procedures, operations, functions, and regulatory policy and procedural requirements applicable to HR transactions. The work does not require the broad knowledge of Federal HR systems or the depth of knowledge about HR concepts, principles, and techniques that are characteristic of the recognized HR specialist positions.

CLIN 13, Librarian I—These personnel shall be experienced librarians in one or more of the various functions of the library, including legal reference, research, interlibrary loan, and technical services. This experience shall include use of various database tools, such as Lexis/Nexis, WestLaw, and Dialog. Technical services librarian should be familiar with the OCLC, PASSPORT software, automated authority control, serials control, Internet, automated circulation control, and/or an integrated library system. Specific duties include: Creates, inputs, and edits bibliographic records for inclusion in a library automated catalog and circulation system. In addition to their technical library skills and experience, they shall be capable of operating and maintaining an automated technical library and supervising a professional library staff. Position requires a masters degree in Library Science or equivalent plus a minimum of 1 year of experience in a library setting.

CLIN 14, Librarian II—These personnel serves as higher level of library professionals with more than three years of extensive supervisory experience in all areas of library services including reference, technical services, and library system administration. This position requires a Master of Library Science and 2 years of experience.

CLIN 15, Librarian III—He/she provides supervisory functions, including planning, evaluation, and assessment related services in all areas of library services. The Librarian III provides expert management services in the acquisitions, integrated library system,

and extensive legislative history maintenance and reference activities. This position requires a Master of Library Science degree and five years of professional library experience.

CLIN 16, Library Technician—He/she shall have previous experience in a library in the areas of book processing, interlibrary loans, and reference technical support. Specific duties may include basic level copy-cataloging, circulation, interlibrary loan, acquisitions processing, and shelving/filing.

CLIN 17, Library Clerk—He/she provides clerical support to library operations, including book processing, interlibrary loans, shelving and filing, circulation, and acquisitions processing.

CLIN 18, Docket Specialist, Senior—He/she uses commercial off-the-shelf (COTS) software to manage the daily activities of a docket system, monitor docket contents and compile management reports regarding automation and future planning. Offer complex docket management expertise. The position requires knowledge of docket management concepts and tools as well as prior experience performing docket management and process planning. He/she shall also be skilled in the preparation of dockets, including FR, comments, and other information.

CLIN 19, Docket Specialist—The Docket Specialist conducts day to day docket room activities including logging in the docket comments, inputting into the automated docket tracking system, and other functions in the Docket Room. The position requires organization skills and experience in the library and docket services.

CLIN 20, Library Systems Analyst—He/she shall provide analysis of library-related system problems and processes and provide recommendations and re-design of current procedures and products. The position requires experience in library-related systems management, including the ability to maximize library operational efficiency while minimizing operational costs.

CLIN 21, Library Programmer —He/she shall provide specialized technical programming support for computerized library operations. He/she shall be capable of responding to requests for technical assistance in solving library system hardware/software problems. The position requires experience in database operation, programming, workstation support and Local Area Networks (LAN).

CLIN 22, Documentation Specialist—He/she designs logical and physical data bases and coordinates data base development. Reviews procedures in data base management

systems manuals for revising and controlling changes to the database. Writes description of the system to include data location, space requirements, and access method to protect data resources against unauthorized access and accidental destruction. Creates systems descriptions to enable users to access data on the system effectively.

CLIN 23. Computer Technician—He/she plans layout and installation of new system or modification of existing system. Evaluates factors such as number of department/personnel serviced by the computer equipment. May enter data into computer system by keyboarding material, to store, retrieve, and manipulate data for the analysis of system capabilities and requirements. Monitors equipment performance to ensure system operates in conformance with specifications. Troubleshoots the systems and effects minor repairs to system hardware.

CLIN 24, Computer Systems Analyst—He/she shall be capable of analyzing computer malfunctions and/or system problems; and providing recommendations and re-design of computerized systems. Shall be capable of troubleshooting individual components of the system and of identifying a variety of hardware and software problems. The position requires specialized experience in systems integration.

CLIN 25, Help Desk Specialist—He/she is responsible for receiving phone calls in a courteous and competent manner. Provides accurate information to users about the department services and methods for resolving problems. Records calls accurately and refers them to the appropriate person in the department for resolution. Categorizes calls, based on some predetermined criteria, as Emergency, Urgent or Routine and routes them appropriately. Prepares work requests for following day's work and reports of work completed. Emphasizes high quality service in responding to user's requests.

CLIN 26, Information Resources Assistant—Responsible for using software packages for designing of spreadsheets and on-line forms and for designing forms for on-line database use. Identifies and uses Internet resources (electronic searching, text retrieval, storage procedures) Internet facilities (Telnet, e-mail, listservs, FTP) and Internet Search aids (Yahoo, Gopher, Hytelnet, etc.). Sets up procedures and work steps for all mechanical and clerical operations. Prepares documents in formats for electronic dissemination, including desktop publishing, bibliographic database management, standard generalized markup language (SGML) and software programs for OGD users.

CLIN 27, Personal Computer (PC) Specialist—He/she is capable of performing both hardware and software installations on new and existing PCs. Assists in configuring new PC systems from unassembled major PC components as received from the vendor. Assists in installing expansion boards, disk drives, interface hardware, cable connectors,

monitors, printers and other peripheral equipment in accordance with accepted standards and specifications. Assists in required testing of installed hardware and software prior to delivery to end users of new or modified PC configurations

CLIN 28, IT Specialist—He/she shall have a strong background in application of organization or enterprise-wide set of disciplines for the planning, analysis, design and construction of Information Systems. Uses analytical, engineering and computational techniques, tools and methodology for problem solutions, information systems design, programming, program design and document preparation. Shall have complete knowledge of network functioning including e-mail and voice mail capabilities.

CLIN 29, Network Manager—He/she monitors data communications network to ensure that network is available to all systems users and resolves data communications problems. Reviews user procedures to determine if specified steps were taken. Explains user procedures necessary to access system to receive and transmit data. Monitors modems and display screen of system terminal to monitor Local Area Network (LAN) system and to detect error messages that signal malfunctions. Enters diagnostic commands into system/computer to determine nature of problem and reads codes on screen to diagnose problem. Records number of daily data transactions and number of problems and actions taken. Holds a certified network engineer (CNE) designation or has completed significant coursework towards that end.

CLIN 30, Programming Specialist—He/she analyzes, codes and documents complex applications for large-scale computer operations/systems and related equipment appropriate to legal and research projects. Performs technical programming tasks, using both standard and non-standard analysis, design and programming methods and techniques. Determines customer requirements for the final program or system. Analyzes problems in terms of such factors as user requirement, input data and form and output data and form, available computer configuration and speed, and overall problem-schedule requirements. Advises on computer/system requirements and limitations to help define system needs.

CLIN 31, Network Technician—Performs any combination of following duties to provide technical support of IT network. Reviews completed projects or computer programs to ensure that goals are met. Evaluate work load and capacity of IT network to ensure that goals are met and that programs are compatible with other programs already in use. Makes recommendations for improvements in network systems. Evaluates and tests vendor-supplied software packages for network or computers to determine compatibility with existing systems/applications. Assists network users to resolve computer-related problems.

CLIN 32, Software Engineer—Researches, designs and develops computer software systems, in conjunction with hardware specialists. Analyzes software requirements to determine feasibility of design within time and cost constraints. Consults with hardware and other IT engineering personnel to evaluate the interface between hardware and software and operational and performance requirements of the overall system. Formulates and designs software system using scientific analysis and mathematical models to predict outcome and consequences of design.

CLIN 33, Communication/Computer Specialist—Researches, tests, evaluates and recommends data communications hardware and software. Identifies areas of operation that need upgraded equipment, such as modems, fiber optic cables and telephone wires. Read technical manuals, brochures and vendor-supplied product information to determine which equipment meets system requirements. Tests and evaluates hardware and software to determine efficiency, reliability and compatibility with existing systems/network. Develops and writes procedures for installation, use and solving problems of communications hardware and software. Inspects communications cables and wires.

CLIN 34, System Development Engineer—Researches tests and evaluates applications hardware before installing on networks/systems. Possesses strong background in systems analysis, network or software design, administration, requirement analysis, or systems/applications software development. Guides users in formulating requirements, advise on alternative approaches, conduct feasibility studies, perform system/network design and/or administration.

CLIN 35, LAN/WAN Manager—Monitors network communications to ensure that network is available to all system users and resolves data communications problems. Receives communications from users with data communications problems. Enters diagnostic commands into computer to determine nature of problem and reads codes on screen to diagnose problem. Read technical manuals, vendor-supplied materials and other technical information to determine source of problems before attempting a solution. Calls Network Technicians for service when problem cannot be resolved.

CLIN 36, Applications Engineer—Researches and develops new applications to meet users requirements. Converts scientific, engineering and other technical problem formulations to format processable by computer. Resolves symbolic formulations, prepares flow charts and block diagrams and encodes resultant equations for processing. Confers with other engineering and technical personnel to resolve problems of intent, inaccuracy or feasibility of computer processing. Develops new application subroutines or expands program to simplify statement, programming or coding of future problems.

CLIN 37, Attorney—Professional legal personnel provided by the Contractor shall be capable of conducting criminal and civil lawsuits, performing primary legal research, carrying out legal investigations, and performing as a trial lawyer in the event of litigation or prosecution. Prepares legal briefs, develops strategy, arguments and testimony in preparation for presentation of a case. They shall have a minimum of two years trial experience as well as be a certified J.D. (or equivalent) in the state of their residence.

CLIN 38, Paralegal Assistant—He/she supports legal activities and performs tasks under the supervision of an attorney. Researches law, investigates facts and prepares documents to assist attorneys. Researches and analyzes law sources such as statutes, recorded judicial decisions, legal articles, treaties, and legal codes to prepare legal documents. Should be capable of drawing up draft and preliminary legal documents, preparing case materials for trial and supporting an attorney in the daily carrying out of his legal responsibilities. He/she will be certified by the National Association of Legal Assistants or will possess 2 or more years of experience that clearly demonstrates the ability to accomplish the above.

CLIN 39, Law Clerk—He/she reviews agreements or proposed agreements for conformity with legal requirements. Shall be capable of setting up legal documents in the correct format and in preparation of legal correspondence, reports and shall also be certified as Notary Publics. Possesses a law degree from an accredited school or has equivalent, demonstrable work experience.

CLIN 40, General Legal Assistant—He/she researches and prepares cases relating to administrative appeals of civil service members. Shall have experience in dealing with the courts, bailiffs, law enforcement personnel, and other legal officials with whom they might come in contact. Shall be responsible for maintaining information about legal calendar, judge's staff telephones and office addresses and information about local jurisdictions. Has a high school degree plus 3 years of experience performing similar duties in a law office or similar environment.

CLIN 41, Legal Secretary—He/she prepares legal papers and correspondence of a legal nature, such as summonses, complaints, motions and subpoenas using typewriter, computer/word processor. May review law journals and other legal publications to identify court decisions pertinent to pending cases and may present articles to attorneys. Have a high school degree or equivalent and at least 2 years of office experience.

CLIN 42, Administrative Assistant—Experienced in office administration and developing graphic/artistic presentations for publications and documents. Supports program/project management by maintaining personnel and other files and preparing reports, resumes and other contract documentation. Assists in graphics and presentation preparation. Answers telephones, schedules meetings, makes travel arrangements for senior staff, completes required reports, and assembles information for briefings. Experienced in using automated word processing, graphics systems and spreadsheet applications. Position requires a High School degree or equivalent plus a minimum of two years of relevant office experience.

CLIN 43, Accounting Clerk—He/she shall provide finance and accounting expertise to analyze and develop budgets and prepare financial reports. He/she shall be capable of checking data and/or service transactions to locate discrepancies and to allocate the requests and service responses to the correct budget account. This position requires at least a high school degree and a minimum of 2 years of experience in accounting and business administration in an electronic environment.

CLIN 44, Clerk/Typist—He/she person shall be responsible for providing clerical support, including accurate typing and filing of office correspondence and other communications. He/she may serve as the office receptionist and answer telephones. This position requires competence in grammar, spelling and a minimum 50 words/minute typing speed using an electronic word processing program.

CLIN 45, Data Processing Specialist—He/she supervises and coordinates activities of workers who provide computer support to users. Assists Computer Technician in diagnosis of problems. Operates and manages the computer facility in an efficient and effective manner assuring users of continuous access to the system and continuous computer support. He/she shall be skilled in downloading, compilation, assimilation and transcription of computer data.

CLIN 46, Program Manager—Has over responsibility for a major program and frequently will be responsible for multiple contracts providing a variety of services to a diverse customer base. Works with senior leadership in client organizations to plan and implement new IT programs and ensure quality products and services consistent with the terms of each agreement are provided in a timely manner. Works with clients to identify and resolve complex problems or contractual issues. Has responsibility for several projects simultaneously. Must have at least 10 years of relevant work experience and an undergraduate degree in a related discipline. A graduate degree is preferred.

CLIN 47, Task Leader—Leads a team of analysts and/or consultants in accomplishing specific tasks in support of information technology design, development, implementation, operation, maintenance and evaluation. Must have at least five years of relative work experience and an undergraduate degree. Five additional years of work experience may be substituted for the degree requirement.

CLIN 48, Senior Business Consultant—Lead data collection and analysis tasks in support of the development of business cases to support management decision-making relative to information systems design, development, operations, maintenance and evaluation. May be required to conduct cost benefit analyses and provide subject matter expertise in one or more related business or IT areas. Must have a minimum of 6 years of work experience of which 3 years will relate to IT consulting and/or BPR assignments related to implementation of technology solutions. An undergraduate degree in a related field is required. A master's degree is preferred.

CLIN 49, Business Consultant—Participates in data collection and analysis tasks that contribute to the development of business cases to support IT investments and related decision-making. May also conduct cost benefit analyses. Will have a minimum of 4 years of work experience of which 2 years will relate to the aforementioned activities. An undergraduate degree in a related field is required.

CLIN 50, Senior Analyst—Conducts complex analyzes independently or as part of a team of analysts to support completion of management studies, workforce analyses, cost-benefit analyses, earned value management reports and/or similar activities. Responsible for the development of workplans and methodologies to facilitate the collection and analyses of data. Has at least six years of related experience and a Bachelor's Degree in a related field. A master's degree is preferred.

CLIN 51, Analyst—Performs analytical tasks either independently or as part of a team of analysts conducting management studies, workforce analyses, cost-benefit analyses, earned value management reports and/or similar activities. Prepares a variety of reports, assessments, or evaluations. Has at least four years of related experience and a Bachelor's Degree in a related field.

CLIN 52, Senior Systems Analyst—Plans and conduct analyses of complex business processes and data processing requirements to develop functional requirements documents and programming design specifications. Experienced in the evaluation of commercial off the shelf software to assess their value as potential technology solutions for new or redesigned business processes. Is well-versed in the systems development lifecycle and is capable of developing testing plans and conducting acceptance testing for

new systems. Independently leads proof of concept tasks. Has at least 12 years of experience in the systems analysis, design and/or development fields. Has a master's degree in computer science or a related field. A bachelor's degree in computer science or related field and four additional years of experience may be substituted for the Master's degree requirement.

CLIN 53, Senior IT Consultant—A recognized expert in a particular field of information technology with at least twelve years of relevant work experience providing IT consulting, analytical services and subject matter expertise in support of major IT initiatives. He/she shall provide advice, counseling, and program development ideas relevant to his/her particular area of subject matter expertise. A Senior Consultant possesses expert level knowledge and experience and is capable of providing expert level input into the development of HHS program policies and proposals. A senior consultant possesses strong oral and written communication and must be capable of developing and presenting briefings to senior executives. Solid professional credentials and an advanced degree are required.

CLIN 54, IT Consultant—An individual with considerable experience and is recognized as a subject matter expert in one or more areas of information technology and has at least eight years of relevant work experience providing consulting and subject matter expertise to major IT initiatives. He/she shall provide advice, counseling, and program development ideas relevant to his/her particular area of subject matter expertise. A Consultant possesses expert level knowledge and experience and is capable of providing expert level input into the development of HHS program policies and proposals. A consultant possesses strong oral and written communication and must be capable of developing briefings for senior executives.