

RFP NNK09287472R

ATTACHMENT 5

Position Descriptions

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1. ACCOUNTING CLERK I (Subject to the Service Contract Act)

Qualifications: High School diploma or equivalent of 0-1 year of experience

Position Description: This position is responsible for performing one or more routine accounting clerical operations such as: examining, verifying, and correcting various accounting documents to ensure completeness and accuracy of data in accordance to accounting procedures. Specific tasks/duties are assigned under adequate supervision. Entry-level reconciliation and posting will be assigned under detailed guidance. In most instances, an employee in this position will rely on the supervisors' instructions. Completed work will be reviewed for accuracy and compliance with procedures.

2. ACCOUNTING CLERK II (Subject to the Service Contract Act)

Qualifications: A high school diploma & 1-2 years of experience in the field or related area

Position Description: This position uses knowledge of double entry bookkeeping in performing one or more of the following: posting actions to journals, identifying subsidiary accounts affected, making debit and credit entries, and assigning proper codes. The Accounting Clerk II may review computer printouts against manually maintained journals, detect and correct erroneous postings, and prepare documents to adjust accounting classifications and other data, or review lists of transactions rejected by an automated system. In this instance, the Accounting Clerk II will determine reasons for rejections, and prepare necessary correcting material. On routine assignments, an employee will select and apply established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used, are reviewed for technical accuracy.

3. ACCOUNTING CLERK III (Subject to the Service Contract Act)

Qualifications: A high school diploma & 2-3 years of experience in the field or related area

Position Description: The Accounting Clerk III maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include one or both of the following:

- (1) reviewing invoices and statements verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit determining accounts involved. The review will include coding transactions, and processing material through data processing for application in the accounting system;
- (2) analysis and reconciliation of computer printouts with operating unit reports (contacting units, researching causes of discrepancies, and taking action to ensure that accounts balance). Supervisor provides suggestions for handling unusual or non-recurring transactions. Conformance with requirements and technical soundness of completed work are reviewed by the supervisor, or are controlled by mechanisms built into the accounting processes.

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4. ADMINISTRATIVE ASSISTANT (Subject to the Service Contract Act)

Qualifications: High school diploma and 2 years experience

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

5. COMPUTER BASED TRAINING (CBT) SPECIALIST/INSTRUCTOR (Subject to the Service Contract Act)

Qualifications: Bachelor's degree and experience in all aspects of instruction design, facilitation/training, communications (oral and written), word processing or desktop publishing, project management, and e-learning

Position Description: The Computer Based Training Specialist works with courseware production team to design, develop, revise and validate interactive computer based courseware. This specialist uses specialized computer software and/or hardware to develop, integrate and edit instructional text, audio, graphics, animation and video for interactive presentations. This person also uses appropriate programming/branching logic and screen layout and remediation/feedback techniques. The Worker also implements quality control and review and revision procedures throughout the courseware development process.

6. COMPUTER SYSTEMS ANALYST I (Subject to the Service Contract Act)

Qualifications: Bachelor's degree and two years of experience in systems analysis or engineering

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

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

The supervisor defines objectives, priorities, and deadlines. Incumbents work independently; adapt guides to specific situations; resolve problems and deviations according to established practices; and obtain advice where precedents are unclear or not available. Completed work is reviewed for conformance to requirements, timeliness, and efficiency. This position may supervise technicians and others who assist in specific assignments. Work at a level above this is deemed Supervisory or Individual Contributor.

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7. COMPUTER SYSTEMS ANALYST II (Subject to the Service Contract Act)

Qualifications: Bachelor's degree and three years of experience in systems analysis or engineering

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

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

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

8. COMPUTER SYSTEMS ANALYST III (Subject to the Service Contract Act)

Qualifications: Bachelor's degree and four years of experience in systems analysis or engineering

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

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

9. GENERAL CLERK I (Subject to the Service Contract Act)

Qualifications: High school diploma, Ability to handle multiple tasks/transactions in a neat and orderly manner, Proficiency in Microsoft Word

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

10. GENERAL CLERK II (Subject to the Service Contract Act)

Qualifications: High school diploma, 1 year experience, Ability to handle multiple tasks/transactions in a neat and orderly manner, Proficiency in Microsoft Word

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

11. GENERAL CLERK III (Subject to the Service Contract Act)

Qualifications: High school diploma, 2 years experience, Ability to handle multiple tasks/transactions in a neat and orderly manner, Proficiency in Microsoft Word

Position Description: This position uses some subject-matter knowledge and judgment to complete assignments consisting of numerous steps varying in nature and sequence. The General Clerk III selects from alternative methods and refers problems not solvable by adapting or interpreting substantive guides, manuals, or procedures. Typical duties include: assisting in a variety of administrative matters; maintaining a wide variety of financial or other records (stored both manually and electronically); verifying statistical reports for accuracy and completeness; compiling information; and handling and adjusting complaints.

The General Clerk III may also direct lower level clerks. Positions above level IV are excluded. Such positions (which may include supervisory responsibility over lower level clerks) require workers to use a thorough knowledge of an office's work and routine to:

- (1) choose among widely varying methods and procedures to process complex transactions; &
- (2) select or devise steps necessary to complete assignments.

Typical jobs covered by this exclusion include administrative assistants, clerical supervisors, and office managers.

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12. PERSONNEL ASSISTANT I (Subject to the Service Contract Act)

Qualifications: High school diploma

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

13. PERSONNEL ASSISTANT II (Subject to the Service Contract Act)

Qualifications: High school diploma and 1 year experience

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

14. PERSONNEL ASSISTANT III (Subject to the Service Contract Act)

Qualifications: High school diploma and 2 years experience

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

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15. SECRETARY I (Subject to the Service Contract Act)

Qualifications: High school diploma

Position Description: This position provides support to staff that is directed through face to face meetings and whose organizational structure is not complex. Serves as office representative in a professional and courteous manner. Carries out recurring office procedures independently. Selects the guideline or reference which fits the specific case. Ensures consistent and quality products. Performs varied duties including or comparable to the following: handles visitors/phone calls, maintains calendar, operates office automation equipment, coordinates travel, maintains files, coordinates and tracks correspondence, coordinates and tracks actions, coordinates meetings, schedules conference rooms, takes meeting minutes, disseminates information, coordinates moves and information services.

16. SECRETARY II (Subject to the Service Contract Act)

Qualifications: High school diploma

Position Description: This position provides support to staff who directs subordinates through intermediate supervisors and whose organizational structure is complex and divided into subordinate groups. Serves as office representative in a professional and courteous manner. Carries out recurring office procedures independently. Has intermediate knowledge of general practices, guidelines and references and selects to specific case as appropriate. Ensures consistent and quality products. Performs varied duties including or comparable to the following: handles visitors/phone calls, maintains calendar, operates office automation equipment, coordinates travel, maintains files, coordinates and tracks correspondence, coordinates and tracks actions, coordinates meetings, schedules conference rooms, takes meeting minutes, disseminates information, coordinates moves and information services.

17. SECRETARY III (Subject to the Service Contract Act)

Qualifications: High school diploma, minimum of one (1) year of experience in office administration.

Position Description: This position provides support to staff whose organizational structure is divided into two or more subordinate supervisory levels (of which at least one is a managerial level) with several subdivisions at each level and who plays an important role in determining the policies and major programs of the entire organization. Serves as office representative in a professional and courteous manner. Carries out recurring office procedures independently. Has comprehensive knowledge of general practices, guidelines and references and selects to specific case as appropriate. Provides policy and procedural guidance to managers and secretaries/management support assistants. Ensures consistent and quality products. Performs varied duties including or comparable to the following: handles visitors/phone calls, maintains calendar, operates office automation equipment, coordinates travel, maintains files, coordinates and tracks correspondence, coordinates and tracks actions, coordinates meetings, schedules conference rooms, takes meeting minutes, disseminates information, coordinates moves and information services.

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18. BUSINESS MANAGEMENT SPECIALIST (EXEMPT from the Service Contract Act)

Qualifications: Undergraduate degree or equivalent of specialized professional experience. Demonstrated knowledge of Travel Manager and Federal Travel Regulations.

Position Description: Prepare monthly status reports and metric data within the Travel Office functional area. Assist with Travel Manager training in either a group setting or one-on-one for new personnel, approvers and reviewers. Prepare written procedures required by functional personnel. Coordinate changes and assist in preparation of training manuals/material. Manage and update all forms and manual containing KSC SAR information. Review and clear, on daily basis, CI Travel queue for upcoming travel. Contact traveler to ensure valid trip, ensure authorization initiated. Contact Resource Management Analyst when travel authorization is awaiting their approval, where delayed approval puts impending travel in jeopardy. Perform duties as the liaison between NASA Management and Contractor Management.