**5.6.7.2** **Minimum Education:** A Bachelor's degree in English, communications or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience not to exceed a total of 24 months substitution of education or training for experience.

**5.6.7.3** **Duties**: Gathers and documents need for IT training and proposes feasible solutions. Designs, develops, and presents IT training in either classroom and/or computer-based setting. Coordinates classes, tracks and reports attendance, assesses employee progress and IT training program effectiveness. Improves/updates materials based on feedback and changes to IT training program. Complies with Federal law and policy regarding training. Requires substantial knowledge of computer systems.

**5.6.8** **Skill AA – PROJECT MANAGER:**

**5.6.8.1** **Experience:** At least seven years of demonstrated experience is required in project management. Three years must be non-overlapping project management experience in information technology projects. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.6.8.2** **Minimum Education:** A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required. Directly related education or training can be substituted for project management experience at the rate of 1 year of formal education equals 9 months of experience not to exceed a total of 24 months substitution of education or training for experience. Must be certified as a Project Management Professional (PMP) and approved through the Project Management Institute (PMI).

**5.6.8.3** **Duties**: Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Plans, organizes and controls work activities of the project. Interfaces with all areas affected by the project including end users, computer services and client services. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensure adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks, and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analyses and solutions of problems.

## 5.7 CATEGORY V – HELP DESK AND OFFICE AUTOMATION SERIES

| Skill Identifier | Skill Name | Exp Rqmnts (years) | Educ/Trng Sub (months) |
|---|---|---|---|
| AB | Help Desk Specialist, Level III | 5 | H.S. Graduate |
| AC | Help Desk Specialist, Level II | 2 | H.S. Graduate |
| AD | Help Desk Specialist, Level I | None | H.S. Graduate |
| AE | Office Automation Specialist, Level IV (MCSE or Novell CNE Certified) | 7 | 24 |
| AF | Office Automation Specialist, Level III | 7 | 24 |
| AG | Office Automation Specialist, Level II | 5 | 18 |
| AH | Office Automation Specialist, Level I | 3 | 12 |

**5.7.1** **Skill AB - HELP DESK SPECIALIST, LEVEL III.**

5.7.1.1 **Experience**: At least five years of experience is required operating a computer system console of which at least 2 years must have been as a Help Desk Specialist. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.7.1.2 **Minimum Education**: High School graduate.

5.7.1.3 **Duties**: Assists customers experiencing problems with accessing or using computer resources. Resolves routine and minor technical problems related to mainframe, Local Area Network (LAN) servers, and telecommunications, and exercises judgment in escalating problems to appropriate technical personnel. Documents calls using automated problem management software. Maintains up-to-date escalation list of FAA, contractor, and vendor personnel. Monitors and reports on systems' operational status. Produces standard and ad-hoc reports from the problem management system database. Participates in maintaining Standard Operating Procedures (SOP) for the FAA Help Desk. Mounts tapes and submits jobs, performs tape backups, and maintains tape library. Arranges and schedules retransmission of data. Performs general operational tasks on mainframe, client-server and LAN server computer systems.

5.7.2 **Skill AC - HELP DESK SPECIALIST, LEVEL II.**

57.2.1 **Experience**: At least two years of experience is required operating a computer system console of which at least 6 months must have been as a Help Desk Specialist. Must demonstrate good communication skills and the ability to work independently or under general direction only

57.2.2 **Minimum Education**: High School graduate.

5.7.2.3 **Duties**: Under general supervision, assists customers experiencing problems with accessing or using computer resources. Resolves routine and minor technical problems related to mainframe, Local Area Network (LAN) servers, and telecommunications and exercises judgment in escalating problems to appropriate technical personnel. Documents calls using automated problem management software. Maintains up-to-date escalation list of FAA, contractor, and vendor personnel. Monitors and reports on systems' operational status. Produces standard and ad-hoc reports from the problem management system database.

5.7.3 **Skill AD - HELP DESK SPECIALIST, LEVEL I.**

5.7.3.1 **Experience**: No experience required. Must demonstrate good communication skills.

5.7.3.2 **Minimum Education**: High School graduate.

5.7.3.3 **Duties**: Under close supervision, assists customers experiencing problems with accessing or using computer resources. Resolves routine non-technical problems (i.e., reset password) following documented procedures and refers problems of a technical nature to appropriate personnel. Documents calls using automated problem management software.

5.7.4 **Skill AE - OFFICE AUTOMATION SPECIALIST, LEVEL IV.**

5.7.4.1 **Experience**: At least seven years progressive experience in IT systems analysis, programming, or office automation is required. At least three years must be intensive and progressive experience in office

automation. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.7.4.2 **Minimum Education**: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience. Must be certified as a Microsoft Certified Systems Engineer (MCSE) or Novell Certified Network Engineer (CNE).

5.7.4.3 **Duties**: Designs local area networks for servers and personal computers for office settings. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of servers and personal computer software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security.

5.7.5 **Skill AF - OFFICE AUTOMATION SPECIALIST, LEVEL III.**

5.7.5.1 **Experience**: At least seven years progressive experience in IT systems analysis, programming, or office automation is required. At least three years must be intensive and progressive experience in office automation. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.7.5.2 **Minimum Education**: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for office automation experience at the rate of 1 year formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience.

5.7.5.3 **Duties**: Designs local area networks of servers and personal computers for office settings. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of server and personal computer software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security.

5.7.6 **Skill AG - OFFICE AUTOMATION SPECIALIST, LEVEL II.**

5.7.6.1 **Experience**: At least five years progressive experience is required in IT systems analysis, programming, or office automation. At least two years must be intensive and progressive experience in office automation. Must demonstrate good communication skills and the ability to work independently or under general direction only.

5.7.6.2 **Minimum Education**: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for office automation experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 18 months substitution of education or training for experience.

**5.7.6.3** **Duties**: Under general supervision, designs local area networks of mini/micro computers for office settings. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of mini/micro software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security

### 5.7.7 Skill AH - OFFICE AUTOMATION SPECIALIST, LEVEL I.

**5.7.7.1** **Experience**: At least three years of progressive experience is required in IT system analysis, programming, or office automation. At least one year must be intensive and progressive experience in office automation. Must demonstrate good communication skills.

**5.7.7.2** **Minimum Education**: A Bachelor's degree in computer science, information systems, or other related discipline is required. Directly related education or training can be substituted for office automation experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 12 months substitution of education or training for experience.

**5.7.7.3** **Duties**: Under close supervision, designs local area networks of mini/micro computers for office settings. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of mini/micro software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security

## 5.8 CATEGORY VI – FUNCTIONAL ANALYST SERIES

| Skill Identifier | Skill Name | Exp Rqmnt (years) | Educ/Trng Sub (months) |
|---|---|---|---|
| AI | Functional Analyst, Level IV | 10 | 24 |
| AJ | Functional Analyst, Level III | 9 | 24 |
| AK | Functional Analyst, Level II | 8 | 24 |
| AL | Functional Analyst, Level I | 7 | 24 |

### 5.8.1 Skill AI - FUNCTIONAL ANALYST, LEVEL IV:

**5.8.1.1** **Experience**: At least ten years of progressive experience in respective area (i.e., accounting, human resources, logistics, etc.) is required. Must have a detailed knowledge of respective organizational practices, procedures, policies and methodologies pertaining to the management and administration of automated Government systems. Must have experience in Governmental procedures and policies and demonstrate good communication skills and the ability to work independently or under general direction only.

**5.8.1.2** **Minimum Education**: A Bachelor's degree in computer science, information systems, accounting, human resources, or other related discipline is required. Directly related education or training can be substituted for functional analyst experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience.

**5.8.1.3** **Duties**: Works closely with systems analysts and applies experience of respective functional area (i.e., accounting, human resources, logistics, etc.) to system analysis and design areas for large scale, complex systems. Analyzes problem areas and postulates feasible solutions. Provides assistance in the development of design deliverables. Participates in and conducts structured project reviews (walk through). Provides management with status of projects, problems or other outstanding project related issues.

**5.8.2** **Skill AJ - FUNCTIONAL ANALYST, LEVEL III**:

**5.8.2.1** **Experience**: At least nine years of progressive experience in respective area (i.e., accounting, human resources, logistics, etc.) is required. Must have a detailed knowledge of respective organizational practices, procedures, policies, and methodologies pertaining to the management and administration of automated Government systems. Must have experience in Governmental procedures and policies and demonstrate good communication skills and the ability to work independently or under general direction only.

**5.8.2.2** **Minimum Education**: A Bachelor's degree in computer science, information systems, accounting, human resources, or other related discipline is required. Directly related education or training can be substituted for functional analyst experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience.

**5.8.2.3** **Duties**: Works closely with system analysts and applies experience of respective functional area (i.e., accounting, human resources, logistics, etc.) to system analysis and design areas for large scale, complex systems. Analyzes problem areas and postulates feasible solutions. Works closely with system analysts. Provides assistance in the development of design deliverables. Participates in and conducts structured project reviews (walk through). Provides management with status of projects, problems or other outstanding project related issues.

**5.8.3** **Skill AK - FUNCTIONAL ANALYST, LEVEL II**:

**5.8.3.1** **Experience**: At least eight years of progressive experience in respective area (i.e., accounting, human resources, logistics, etc.) is required. Must have a detailed knowledge of respective organizational practices, procedures, policies, and methodologies pertaining to the management and administration of automated Government systems. Must have experience in Governmental procedures and policies and demonstrate good communication skills and the ability to work independently or under general direction only.

**5.8.3.2** **Minimum Education**: A Bachelor's degree in computer science, information systems, accounting, human resources, or other related discipline is required. Directly related education or training can be substituted for functional analyst experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience.

**5.8.3.3** **Duties**: Works closely with systems analyst and applies experience of respective functional area (i.e., accounting, human resources, logistics, etc.) to system analysis and design areas for large scale, complex systems. Analyzes problem areas and postulates feasible solutions. Participates in and conducts structured project reviews (walk through). Provides assistance in the development of design deliverables. Provides management with status of projects, problems or other outstanding project related issues.

**5.8.4** **Skill AL - FUNCTIONAL ANALYST, LEVEL I**:

**5.8.4.1** **Experience**: At least seven years of progressive experience in respective area (i.e., accounting, human resources, logistics, etc.) is required. Must have a detailed knowledge of respective organizational practices, procedures, policies, and methodologies pertaining to the management and administration of automated Government systems. Must have experience in Governmental procedures and policies and demonstrate good communication skills and the ability to work independently or under general direction only.

**5.8.4.2** **Minimum Education**: A Bachelor's degree in computer science, information systems, accounting, human resources, or other related discipline is required. Directly related education or training can be substituted for functional analyst experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 24 months substitution of education or training for experience.

**5.8.4.3** **Duties**: Works closely with systems analyst and applies experience of respective functional area (i.e., accounting, human resources, logistics, etc.) to system analysis and design areas for large scale, complex systems. Analyzes problem areas and postulates feasible solutions. Participates in and conducts structured project reviews (walk through). Provides assistance in the development of design deliverables. Provides management with status of projects, problems or other outstanding project related issues.

## 5.9 CATEGORY VII – INFORMATION ENGINEER SERIES

| Skill Identifier | Skill Name | Exp Rqmnt (years) | Educ/Trng Sub (months) |
|---|---|---|---|
| AM | Information Engineer, Level IV | 12 | 24 |
| AN | Information Engineer, Level III | 10 | 24 |
| AO | Information Engineer, Level II | 8 | 24 |
| AP | Information Engineer, Level I | 6 | 21 |

### 5.9.1 Skill AM – INFORMATION ENGINEER, LEVEL IV:

**5.9.1.1** **Experience**: At least twelve years of demonstrated experience is required in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. A minimum of ten years must be intensive and progressive experience in managing the implementation of information engineering projects; systems analysis, design and programming; client/server environments; and as specified in the task. Managerial and leadership skills must be proven as well as exceptional written and oral communications skills demonstrated (i.e., including providing formal presentations to diverse audiences).

**5.9.1.2** **Minimum Education**: A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required. Directly related education or training can be substituted for information engineering experience at the rate of 1 year of formal education equals 9 months of experience not to exceed a total of 24 months substitution of education or training for experience.

**5.9.1.3** **Duties**: Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to

develop migration, strategic, and planning documents. Has experience with such methodologies as IDEF 0 process modeling and IDEF 1X data modeling. Recognized as an expert within professional societies by association, election to office, or lecturing at symposiums or seminars. Provides technical guidance in software engineering techniques and automated support tools. May participate in all phases of task performance with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Serves as team leader; provide highly complex technical guidance to professional team members, accountable for meeting schedules and cost objectives and for end results. Leads strategic planning for project/function; participates in task forces. Prepares and delivers presentations and briefings as required by the task. Provides management with updates on status of projects, problems or other outstanding project related issues.

**5.9.2 Skill AN – INFORMATION ENGINEER, LEVEL III:**

**5.9.2.1 Experience**: At least ten years of demonstrated experience is required in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. A minimum of eight years must be intensive and progressive experience in the implementation of information engineering projects; systems analysis, design and programming; systems planning; business information planning; and business analysis. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.9.2.2 Minimum Education**: A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required. Directly related education or training can be substituted for information engineering experience at the rate of 1 year of formal education equals 9 months of experience not to exceed a total of 24 months substitution of education or training for experience.

**5.9.2.3 Duties**: Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. May participate in all phases of task performance with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Prepares and delivers presentations and briefings as required by the task. Provides management with status of projects, problems or other outstanding project related issues.

**5.9.3 Skill AO – INFORMATION ENGINEER, LEVEL II:**

**5.9.3.1 Experience**: At least eight years of demonstrated experience is required in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. A minimum of six years must be intensive and progressive experience in the implementation of information engineering projects; systems analysis, design and programming; systems planning; business information planning; and business analysis. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.9.3.2 Minimum Education**: A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required. Directly related education or training can be substituted for information

engineering experience at the rate of 1 year of formal education equals 9 months of experience not to exceed a total of 24 months substitution of education or training for experience.

**5.9.3.3** **Duties**: Provides unique information systems analysis, design, documentation, and implementation assistance on problems, which require in-depth, state-of-the-art knowledge of a specialized information engineering discipline for effective implementation. Such specialized knowledge can only be achieved through intensive, extensive, and continuous application of the specialty at a level far exceeding that of the more general and broad based information engineering requirements of the analyst/programmer. May participate in all phases of task performance with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Prepares and delivers presentations and briefings as required by the task. Provides management with status of projects, problems or other outstanding project related issues.

### 5.9.4 Skill AP – INFORMATION ENGINEER, LEVEL I:

**5.9.4.1** **Experience**: At least six years of demonstrated experience is required in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. A minimum of four years must be intensive and progressive experience in the implementation of information engineering projects; systems analysis, design and programming; systems planning; business information planning; and business analysis. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.9.4.2** **Minimum Education**: A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required. Directly related education or training can be substituted for information engineering experience at the rate of 1 year of formal education equals 9 months of experience not to exceed a total of 21 months substitution of education or training for experience.

**5.9.4.3** **Duties**: Provides unique information systems analysis, design, documentation, and implementation assistance on problems, which require in-depth, state-of-the-art knowledge of a specialized information engineering discipline for effective implementation. Such specialized knowledge can only be achieved through intensive, extensive, and continuous application of the specialty at a level far exceeding that of the more general and broad based information engineering requirements of the analyst/programmer. May participate in all phases of task performance with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Prepares and delivers presentations and briefings as required by the task order. Provides management with status of projects, problems or other outstanding project related issues.

## 5.10 CATEGORY VIII – COMPUTER OPERATOR SERIES

| Skill Identifier | Skill Name | Exp Rqmnt (years) | Educ/Trng Sub (months) |
|---|---|---|---|
| AQ | Computer Operator, Level IV | 7 | H.S. Graduate |
| AR | Computer Operator, Level III | 5 | H.S. Graduate |
| AS | Computer Operator, Level II | 3 | H.S. Graduate |
| AT | Computer Operator, Level I | 2 | H.S. Graduate |

### 5.10.1 Skill AQ – COMPUTER OPERATOR, LEVEL IV:

**5.10.1.1** **Experience**: Seven years is required in the operations of a large-scale computer system or a multi-server local area network and at least five years in a supervisory role. Knowledge of hardware, software and operating systems is required. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.10.1.2** **Minimum Education**: Must be a high school graduate or equivalent.

**5.10.1.3** **Duties:** Manages computer operations. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provides users with computer output. If assigned as a Task Leader, supervises staff operations.

**5.10.2** **Skill AR - COMPUTER OPERATOR, LEVEL III**:

**5.10.2.1** **Experience**: Five years is required in operating medium and large-scale computer systems. Must be familiar with all normal operating procedures.

**5.10.2.2** **Minimum Education**: Must be a high school graduate or equivalent.

**5.10.2.3** **Duties**: Operates computer consoles and peripheral equipment.

**5.10.3** **Skill AS - COMPUTER OPERATOR, LEVEL II**:

**5.10.3.1** **Experience**: Three years is required in operating medium and large-scale computer systems. Must be familiar with all normal operating procedures.

**5.10.3.2** **Minimum Education**: Must be a high school graduate or equivalent.

**5.10.3.3** **Duties**: Under general supervision, operates computer consoles and peripheral equipment.

**5.10.4** **Skill AT - COMPUTER OPERATOR, LEVEL I**:

**5.10.4.1** **Experience**: Two years is required in operating medium and large-scale computer systems. Must be familiar with all normal operating procedures.

**5.10.4.2** **Minimum Education**: Must be a high school graduate or equivalent.

**5.10.4.3** **Duties**: Under close supervision, operates computer consoles and peripheral equipment.

## 5.11 CATEGORY IX – TECHNICAL SUPPORT SERIES

| Skill Identifier | Skill Name | Exp Rqmnt (years) | Educ/Trng Sub (months) |
|---|---|---|---|
| AU | Technical Typist | 1 | 6 |
| AV | Technical Writer, Level II | 5 | 18 |
| AW | Technical Writer, Level I | 3 | 12 |

| | | | |
|---|---|---|---|
| AX | Video Production Assistant | 3 | 12 |

**5.11.1 Skill AU - TECHNICAL TYPIST:**

**5.11.1.1 Experience:** One year of technical typing is required.

**5.11.1.2 Minimum Education:** Must be a high school graduate or equivalent. Formal specialized training beyond high school may be substituted on the basis of 1 month of training for each month of experience not to exceed 6 months substitution of education or training for experience. Must demonstrate good communication skills.

**5.11.1.3 Duties:** Prepares draft and final-form technical documents, which will become deliverables under the task. Must be capable of typing at least 60 words per minute, using the type of word processing software specified in the task SOW, and typing technical narratives and data. Responsible for the spelling, grammar, proper format, and proofreading of finished documents.

**5.11.2 Skill AV - TECHNICAL WRITER, LEVEL II:**

**5.11.2.1 Experience:** Five years of IT technical writing and documentation experience, graphics and presentation support, and/or maintenance of website content is required. Must have substantial knowledge of the capabilities of computer systems and demonstrate good communication skills and the ability to work independently or under general direction only.

**5.11.2.2 Minumum Education:** A Bachelor's degree in English, communications, or other related discipline is required. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 18 months substitution of education or training for experience.

**5.11.2.3 Duties:** Researches and writes documentation for IT systems including operations, procedures, standards, process guides, configuration management, program reports, etc., for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation according to standards. Creates and provides graphic support of technical information for both technical and non-technical personnel. Maintains web content of a website including the collection of current or updated information.

**5.11.3 Skill AW - TECHNICAL WRITER, LEVEL I:**

**5.11.3.1 Experience:** Three years of technical writing and documentation experience is required. A minimum of one year must be in IT technical documentation. Must have substantial knowledge of the capabilities of computer systems and demonstrate good communication skills and the ability to work independently or under general direction only.

**5.11.3.2 Minimum Education:** A Bachelor's degree in English, communications, or other related discipline is desired. Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 12 months substitution of education or training for experience.

**5.11.3.3** **Duties**: Prepares, writes, and edits IT documentation including graphic presentation of information, which incorporates information provided by the user, specialist, analyst, programmer, and operations personnel. Interprets technical documentation standards and prepares documentation according to standards. Documentation is for both technical and non-technical personnel.

### 5.11.4 Skill AX – VIDEO PRODUCTION ASSISTANT:

**5.11.4.1** **Experience**: A total of three years of progressive experience is required developing products with a television/graphics production team that will meet or exceed commercial broadcast and comparable contractor standards, as specified in the task SOW. Demonstrated experience must be work of a technical nature. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.11.4.2** **Minimum Education**: Directly related education or training can be substituted for experience at the rate of 1 year of formal education equals 6 months of experience, not to exceed a total of 12 months substitution of education or training for experience.

**5.11.4.3** **Duties**: Assists the team in all aspects of video production. Duties include but are not limited to, setup and tear down remote and in studio production equipment (i.e., lighting, cameras, teleprompter, tripods, etc.). Videotape scenes according to script and/or shot sheet, utilizing industry standard broadcast video cameras. Striking sets using proper lighting techniques. Captioning master tape in compliance with Section 508 standards. Perform preventive maintenance on VCR's and cameras in concurrence with product manuals.

## 5.12 CATEGORY X – TELECOMMUNICATIONS SERIES

| Skill Identifier | Skill Name | Exp Rqmnt (years) | Educ/Trng Sub (months) |
|---|---|---|---|
| AY | Telecommunications Specialist, Level VI | 8 | 24 |
| AZ | Telecommunications Specialist, Level V | 7 | 24 |
| BA | Telecommunications Specialist, Level IV | 5 | 18 |
| BB | Telecommunications Specialist, Level III | 3 | 18 |
| BC | Telecommunications Specialist, Level II | 1 | 6 |
| BD | Telecommunications Specialist, Level I | None | H.S. Graduate |

### 5.12.1 Skill AY - TELECOMMUNICATIONS SPECIALIST, LEVEL VI:

**5.12.1.1** **Experience**: At least eight years of progressive experience in data network and infrastructure design; and Internet/intranet telecommunications, including
contemporary data, network design and configuration; and Internet/intranet telecommunications hardware and software is required. Must be able to evaluate, analyze, develop, manage, and improve communication systems procedures and requirements as outlined in the task order. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.12.1.2** **Minimum Education:** A Bachelor's degree in telecommunications or other related IT sciences is required. Directly related education or training may be substituted for data telecommunications experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 24 months substitution.

**5.12.1.3** **Duties**: Performs systems analysis, including design and documentation. Interacts with and provides services to various Government agencies, public utilities, contractors, vendors, architects, and engineers. Develops plans, standards, policies, and documentation for new and existing data/network and Internet telecommunications program requests as outlined in the task order. Prepares and presents briefings as required by the Task Leader.

**5.12.2 Skill AZ - TELECOMMUNICATIONS SPECIALIST, LEVEL V:**

**5.12.2.1** **Experience**: Seven years of progressive experience in voice and data telecommunications, including contemporary voice and data telecommunication hardware and software is required. Must be able to evaluate, analyze, develop, manage, or improve communication systems, procedures, and requirements as outlined in the task order. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.12.2.2** **Minimum Education**: A Bachelor's degree in telecommunications or other related IT sciences is required. Directly related education or training may be substituted for voice and data telecommunications experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 24 months substitution.

**5.12.2.3** **Duties**: Performs systems analysis, including design and documentation. Interacts with and provides services to various Government agencies, public utilities, contractors, vendors, architects, and engineers. Develops plans, standards, policies, and documentation for new and existing voice/data telecommunication program requests as outlined in each task order. Prepares and presents briefings as required by the Task Leader.

**5.12.3 Skill BA - TELECOMMUNICATIONS SPECIALIST, LEVEL IV:**

**5.12.3.1** **Experience**: Five years of progressive experience in voice and data telecommunications is required. Must be able to evaluate, analyze, develop, manage, or improve communication systems, procedures, and requirements as outlined in the task order. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.12.3.2** **Minimum Education**: High School graduate or equivalent is required. Directly related education or training may be substituted for voice and data telecommunications experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 18 months substitution.

**5.12.3.3** **Duties**: Uses experience in a major area of voice and data telecommunication specialization, to develop voice and data telecommunication policy, technology, and programs. Must be able to develop independent solutions to problems, and interface with other voice and data telecommunication specialists to make decisions or recommendations to significantly change, interpret, or develop policies or programs. Interacts with and provides services to various Government agencies, vendors, engineers, architects, and the general public when a requirement is identified.

**5.12.4 Skill BB - TELECOMMUNICATIONS SPECIALIST, LEVEL III:**

**5.12.4.1** **Experience**: Three years of progressive experience in voice and data telecommunications is required. Must be able to evaluate, analyze, develop, manage, or improve communication systems, procedures, and

requirements as outlined in the task order. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.12.4.2** **Minimum Education**: High School graduate or equivalent is required. Directly related education or training may be substituted for voice and data telecommunications experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 18 months substitution.

**5.12.4.3** **Duties**: Uses knowledge of a wide range of voice and data telecommunication concepts, principles and practices or in-depth knowledge in a particular functional area of voice and data telecommunications, to accomplish work processes through the use of voice and data telecommunication devices, methods, services, and facilities. Reviews, analyzes, and resolves difficult and complex voice and data telecommunication problems as outlined in each task(s). Has extended contact with personnel outside the office, agency, headquarters, regions, etc.

**5.12.5 Skill BC - TELECOMMUNICATIONS SPECIALIST, LEVEL II:**

**5.12.5.1** **Experience**: One year of experience in voice and data telecommunications is required. Must be able to evaluate, analyze, develop, or improve communication systems, procedures, and requirements as outlined in the task order. Must demonstrate good communication skills.

**5.12.5.2** **Minimum Education**: High School graduate or equivalent is required. Directly related education or training may be substituted for voice and data telecommunications experience at the rate of 1 year of formal education equals 9 months of experience, not to exceed a total of 6 months substitution.

**5.12.5.3** **Duties**: Under general supervision, applies practical knowledge of commonly applied voice and data telecommunication principles, concepts, and methodologies in performing independent work involving specified segments of large projects or taking full responsibility for well-defined projects as outlined in each task order. Has progressive contact with members of the general public, agency, and outside the immediate organization. Conducts training on specialized material dealing with activities within the scope of the task order.

**5.12.6 Skill BD - TELECOMMUNICATIONS SPECIALIST, LEVEL I:**

**5.12.6.1** **Experience**: No experience is required. Must possess good communication skills.

**5.12.6.2** **Minimum Education**: High School graduate or equivalent is required.

**5.12.6.3** **Duties**: Under close supervision, assists the lead Telecommunications Specialists, Level IV/V/VI, in accomplishing the duties assigned. Deals with employees within the immediate organization, office, project or work unit, and in related or support units.