

**PWS
APPENDIX B**

Contract Support Position Descriptions

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Section 1. General

General Requirement - All Labor Categories:

Regardless of labor category, all personnel employed in support of this contract shall be expected to be familiar with the operation of personal computers, standard operating systems equivalent to that used by the FAA, and with standard application software equivalent to that utilized in their proposed position.

Section 2. Instructor Positions

Instructor

Teaches courses in one or more subjects in commercial, government, industrial or service establishments. Delivers instructional program in accordance with training or other course requirements and arranging assembly materials to be presented. Instruct students in the theoretical and practical aspects covering the subjects being taught. Utilizes such teaching methods as individual coaching, group discussions, lectures, demonstrations, skill practices, seminars, teambuilding, development and implementation of formal assessment center exercises and workshops. Selects, develops, or revises teaching aids such as wall charts, prepared notes, tape recordings, radio, television, films, web casts, training handbooks, and course documentation. Supervises practical work carried out by students, and assists them at points of difficulty. Coaches as necessary both for classroom and distance learning programs. Test students to evaluate their learning progress and to evaluate effectiveness of instruction. Compiles assessment reports regarding each student. May arrange action learning projects or other application exercises or pre- and post-course work to reinforce instruction. Coordinates with speakers approved by the FAA to facilitate speakers' interactions with classes.

Instructor: Qualifications

1. Masters Degree or more in relevant field
2. Three (3) years or more experience as a manager
3. Demonstrated expertise as a teacher of adult learners using competency-based, learner and-content-centered, interactive methods.
4. Demonstrated commitment to continuing education

Waiver of Instructor Qualifications:

Candidates for instructor positions, regardless of their area of specialty, may be considered qualified for their proposed position if they have held an instructional position, equivalent to the position for which they are being proposed, within the two (2) years preceding their appointment under this contract. The equivalent instructional position must have been held for a minimum of one year. Determinations as to the equivalency of previously held instructor positions shall be made by the CO as part of the FAA's review of the candidate's qualifications. Unique experience, professional reputation, publications or similar credentials may be accepted in lieu of the minimum education and experience required for each position.

Instructional Designer

These individuals compile research to provide knowledge of state-of-the-art training data through internal and external contacts in best practices throughout the world as well as to develop new knowledge bearing on educational processes. Serve as subject matter experts to team leaders and course managers on Agency-wide initiatives, which have a direct impact on the FAA training mission. Plan/lead development of instructional programs, including objectives and task analysis development. Ensure researched information is utilized by instructional staff correctly and provide learner-centered interpretations when required. Develop/teach/coordinate implementation of guidelines for formative and summative evaluation of new training materials during development to determine the need for revision. Duties may include, but are not limited to, evaluating and collecting research data for CMEL, conducting briefings and presentations on research material, preparing course control documentation, developing courses, reviewing tests and other measurement instruments and conducting instructional analysis and evaluation of various types of course materials and research data. Duties may also include oversight and delivery of new courses that are developed and coordination with Publications in completing the course materials.

Instructional Designer: Qualifications

Candidates for these positions shall have, as a minimum, a Master's degree or higher in instructional systems design, or an equivalent degree field, from an accredited college or university and 3 years work experience in the knowledge/skill in applying research principles and methods, as well as a broad and thorough knowledge of one or more scientific fields or interdisciplinary areas related to the education research work being performed. Unique experience, professional reputation, publications or similar credentials may be accepted in lieu of the minimum education and experience required for each position.

Section 3. Management/Supervisory Positions

Project Manager / Alternate Project Manager

These are the individuals responsible for overseeing and directing the activities of all contract personnel providing support under this contract. Candidates for these instructor positions shall have a minimum of a Master's degree in Business Administration, Public Administration, Education, or other area of study comparably relevant to the management of this effort, from an accredited college or university. In addition candidates shall have at least 5 years experience in the management and administration of efforts of scope and complexity comparable to that anticipated under this contract. Preference may be given to candidates who have specialized experience according to the following priority:

1. Management of a management training organization
2. Management of a technical training organization
3. Management of other service delivery organizations

Project Manager / Alternate Project Manager: Qualifications

A demonstrated ability to deal with members of management, sub-contractors, and various vendors is considered essential. The FAA also considers it essential that the contractor's on-site project manager(s) have full authority to manage the day-to-day contractor operations and the authority to represent the contractor in dealings with the Contracting Officer.

Section 4. Other Positions

Registrar (Administrative Assistant II)

Performs enrollments, disenrollments, withdrawals and other status changes in the Human Resource Information System, currently e-LMS. Monitors eligibility of enrollees and takes corrective action. Registrar will provide training histories, provide notification of enrollment shortfalls, course additions, course deletions, and changes to course and will assist students in any of these processes. Serves as POC for customer's training administrators. May also perform related clerical duties, instructor and management assistance.

Registrar: Qualifications

Shall have a minimum of an Associates degree, knowledge of one or more learning management systems. Have strong interpersonal skills, telephone skills, detail oriented and ability to multi-task. Experienced with MicroSoft Word and EXCEL.

Desktop Publisher/Editor

These individuals provide non-technical graphics development assistance in the preparation of instructional lessons, and perform non-technical clerical, typing and editing duties associated with the preparation of instructional lessons, and other related instructional material developed for the FAA's training program. Requires knowledge of a broad range of specialized or technical information, and the skill to analyze and present the information gathered. Duties may include, but need not be limited to, typing memoranda, letters, scripts, lesson plans, reports, and various types of training materials, as well as training publications and course control documentation, with duties frequently involving extensive use of macros and imbedded graphics. Duties may also include developing computer graphics, conceptualizing computer graphics and creating designs with minimal instruction, incorporating graphics into training materials and other documents utilizing desktop publishing concepts and methods, and maintaining a graphics library of completed designs. These individuals are involved in inputting, modifying, and exporting graphics, as well as transferring, merging and adjusting designs as needed. Duties may also include the editing of material for objectivity, writing style, manner of presentation and format, but will involve only minor changes made after consultation with author, and using extreme care not to alter meaning or intent of the material. It also requires knowledge of related information previously released by the organization and knowledge of publishing concepts, practices standards and technologies for media used. The editor plans, initiates and adjusts the scope of the projects to achieve overall objectives.

Desktop Publisher/Editor: Qualifications

Candidates for these positions shall have a high school diploma or equivalent, and twelve semester hours of college level work, or the equivalent, in graphic art, graphic design, computer-aided design (CAD) language arts, or a related subject. Candidates shall also have at least 1 year of experience in a comparable position using at least one graphics software package or CAD system. Candidates shall also demonstrate

minimum keyboard speed (i.e. 60 wpm at 90% accuracy), proficiency with word-processing software equivalent to that used in Instructional Systems Design (ISD) activities under this contract, and an ability to develop computer graphics and merge the developed artwork into word processing documents utilizing desktop publishing concepts and methods.

Assistant Editor

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

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

Work requires familiarity with office terminology and practices; incumbent corrects copy and questions originator of document concerning missing information, improper formatting, or discrepancies in instructions.

Assistant Editor: Qualifications

Candidates for this position shall have a high school diploma or equivalent and at least one (1) year experience in a comparable position.

Network Administrator/Computer Specialist

Administers, evaluates, installs, maintains and provides overall support for LANs and WANs. Designs, tests, and implements interface programs, develops security procedures, and regulates usage. Performs planning, cost analysis and all aspects of large-scale projects. Designs, tests, and implements large scale LAN and WAN networks applications and troubleshoots problem areas. Coordinates network policy, procedures, and standards. Assists training of users. Applies knowledge of computer science principles, information management principles, data processing functions, ADP hardware and software systems structures and operations, and computer programming languages and techniques to solve automation problems.

Applies scientific, engineering or business objectives by writing, modifying, or adapting computer programs in machine level, assembly, and third or fourth generation programming languages. Interfaces with and uses minicomputer and mainframe computer systems in addressing project objectives. Uses standard or conventional approaches to define, plan, organize, design, develop, modify, test and integrate database or data processing systems, computer hardware systems, and simulation models. Assists in formulating architectural design, functional specification, interfaces and documentation of hardware or software systems. Uses detailed specifications and adapt standardized techniques, methods, criteria and precedents to develop or modify portions of a system or program. Responsible for segments or phases of broader, more complex projects.

Network Administrator/Computer Specialist: Qualifications

A Bachelors degree in Computer Science, Information Systems, Mathematics, Operations Research, Statistics, Engineering, or a related field from an accredited college or university and four (4) recent years of experience performing the foregoing

functions, or a High School diploma and eight (8) recent years of experience performing the foregoing functions. Additional Security Clearances may be required.

Computer Applications/Computer Specialist

Applies knowledge of computer science principles, information management principles, automated data processing (ADP) functions, hardware and software systems structures and operations, and computer programming languages and techniques to solve automation problems, and software applications products to produce technical or management information products. Uses standard database, spreadsheet, or document-producing software applications programs on microcomputer, minicomputer, or mainframe computer systems. Designs and formats databases and input screens. Searches, queries, or compiles data, creating reports or other documents to meet user requirements. Writes and debugs flow charts, code, programs, or routines in fourth generation languages. Maintains and manages databases, files, and back-ups. Operates computer terminals printers, plotters, and other peripheral hardware, entering commands and data required to control their operation. Prepares software change requests and trouble reports. Prepares user manuals, advises, and/or trains users on new software system operations. Applies scientific, engineering or business objectives by writing, modifying, or adapting computer programs in machine level, assembly, and third or fourth generation programming languages. Interfaces with and uses minicomputer and mainframe computer systems in addressing project objectives. Uses standard or conventional approaches to define, plan, organize, design, develop, modify, test and integrate database or data processing systems, computer hardware systems, and simulation models. Assists in formulating architectural design, functional specification, interfaces and documentation of hardware or software systems. Uses detailed specifications and adapt standardized techniques, methods, criteria and precedents to develop or modify portions of a system or program. Responsible for segments or phases of broader, more complex projects.

Computer Applications /Computer Specialist: Qualifications

A Bachelors degree in Computer Science, Information Systems, Mathematics, Operations Research, Statistics, Engineering, or a related field from an accredited college or university and four (4) recent years of experience performing the foregoing functions, or a High School diploma and eight (8) recent years of experience performing the foregoing functions.

Evaluation Analyst

Performs qualitative and quantitative analyses to measure the overall effectiveness and efficiency of CMEL's training products and services. Uses systemic training evaluation processes for initiating, designing and implementing the evaluations. Analyzes findings using various statistical tools and presents results in written reports and briefings. Uses statistical tools for comparative analysis of the effectiveness of various training methodologies. Conducts needs assessments based on input from customers and various evaluation tools. Recommends courses of action based on findings. Maintains currency in state-of-the-art evaluation analysis methods to ensure the continuous improvement of the evaluation program.

Evaluation Analyst: Qualifications

Master's Degree in an Education related field and a minimum of one-year experience in the area of program evaluation.

Evaluation Data Entry

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

Evaluation Data Entry: Qualifications

Candidates for this position shall have a high school diploma or equivalent and at least one (1) year experience in comparable position.

Library Technician

Maintains library collections of books, serial publications, documents, audiovisual and other materials and assists groups and individuals in locating and obtaining materials. Furnishes information on library activities, facilities, rules and services. Explains and assists users of reference sources, such as card or book catalog or book and periodical indexes to located information and web based resources. Issues and receives materials for circulation or use in library. Assembles and arranges displays of books and other library materials. Maintains reference and circulation materials. Answers correspondence on special reference subjects. May compile list of library materials according to subjects or interests. May select, order, catalog and classify materials. Arranges inter-library loans/previews. Oversees copyright compliance. Supports uniform citation/documentation/referencing format. Plans audiovisual programs and previews and administers library of film and other audiovisual materials. Assists patrons in selection of materials, utilizing knowledge of collections. Advises other library personnel on audiovisual materials and appropriate selection for particular needs and uses. Establishes and maintains contact with film distributors and other resources for procurement of tapes and cassettes. Coordinates with instructors and course designers. Evaluates materials, considering their technical, informational, and aesthetic qualities, and selects materials for library collections. Prepares summaries of acquisitions for catalog. Prepares and arranges audiovisual programs for presentation to groups.

Library Technician: Qualifications

- a. Attention to accuracy and detail
- b. Computer literate - working knowledge of Windows 200 or Windows XP and office automation software
- c. Planning and organizational skills
- d. Communication skills sufficient to deal with a variety of library users, including international visitors and FAA officials
- e. Interpersonal skills
- f. Typing skills (at least 25 words per minute)
- g. Analytical skills
- h. Skilled in interlibrary loan and professional networking
- i. Work independently with little supervision

- j. Experience working as a professional library cataloger with Online Computer Library Center cataloging system or graduate coursework in comparable library cataloging
- k. Experience using the Internet

Purchasing Agent

Prepare requests for the acquisition of supplies and services to meet the needs of CMEL. These needs include common supplies available off-the-shelf, items that are manufactured to order and specialized services. Suppliers may be local or local retailer, distributors, wholesalers, GSA or manufacturers. The purchasing agent will create the purchase requisitions for FAA acquisition approval and processing and will assist in placing orders. They are expected to have sufficient knowledge of the market to advise requisitioners on products available, sources, prices and vendor reputation. The purchasing agent will track and report on all purchases.

Purchasing Agent: Qualifications

Candidates for this position shall have a high school diploma or equivalent and at least one (1) year experience in a comparable position.

Training Materials Clerk (General Clerk II)

Follows specific procedures in completing several clerical steps performed in sequence, such as coding and filing documents in an alphabetical file, posting to individual accounts, opening mail, running mail through metering machines, calculating and posting charges to departmental accounts with mail distribution and reproduction of documents. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task.

These individuals assist a training materials coordinator in the completion of their tasked activities. Duties may include, but need not be limited to, maintaining an inventory of training support materials, preparing initial requests for printing and/or audiovisual production, serving as a focal point for training materials publication and distributions, performing non-technical clerical duties, and distributing, or assisting in the distribution of, training materials as required, which may involve distribution to FAA field facilities. Duties may also include onsite reproduction of low volumes of documents, which require quick turnaround to support CMEL training classroom, conferences, and briefings.

Training Materials Clerk: Qualifications

Candidates for these positions shall have a high school diploma or equivalent, and at least 1 year of experience in a comparable position. Candidates shall also demonstrate minimum keyboard speed, an ability to read and interpret materials such as diagrams and manuals, an ability to communicate orally and in writing, the ability to accurately perform basic mathematical operations and keep accurate records. Additionally, candidates should be physically fit, as the work of these individuals involves regular exposure to physically demanding tasks such as heavy lifting (up to 50 lb.), bending, and stooping.

Property Clerk (Store Worker II):

Follows a number of specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file, simple posting to individual accounts,

opening mail, running mail through metering machines, calculating and posting charges to departmental accounts with mail distribution and reproduction of documents. Little or no subject-matter knowledge is required, but the clerk needs to choose the proper procedure for each task.

These individuals provide non-technical administrative support to the FAA, assisting with the tracking of physical property, materials and supplies in accordance with applicable law, regulations, and procedures. Duties may include, but need not be limited to, performing physical inventories of property in various locations assigned to CMEL, maintaining detailed property records of all property, material and supplies and providing reports to CMEL management and others, and preparing property-related government forms.

Property Clerk (Store Worker II): Qualifications

Candidates for these positions shall have a high school diploma or equivalent, and at least 2 year's experience in a comparable position. Candidates shall also demonstrate skill in spelling, minimum keyboard speed (i.e. 50 wpm at 90% accuracy), and an ability to communicate orally and in writing, and proficiency in reviewing technical material. Additionally, candidates should be reasonably fit, as the work of these individuals involves limited, occasional exposure to physically demanding tasks such as heavy lifting (up to 50 lb.), bending, and stooping.

Health & Wellness Specialist

Provides health education service and instruction for CMEL training to promote health and wellness. Provides health screening services and consultation including various measurements and health assessments, for overall physical fitness evaluation. Assessments include blood chemistry analysis, blood pressure, body fat, physical fitness and other health assessments where required. Distributes and researches information on health risks and healthy lifestyles. Promotes participation in activities, which contribute to individual health. Provides instruction and certification in Cardiovascular Pulmonary Resuscitation (CPR) and first-aid for CMEL staff. Coordinates the maintenance of the wellness facility and associated equipment.

Health & Wellness Specialist: Qualifications

Bachelor's Degree in a Health related field, Master's Degree preferred, and a minimum of one-year experience in the area of health and wellness program coordination. Professional certification (e.g. Certified Health Education Specialist or ACSM Health/Fitness Instructor) Certification to teach CPR.