



# **NOVA Research Company**

## **GSA Corporate Consolidated Schedule**

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[QDST<sup>TM</sup> Software Pricing](#)



# NOVA Research Company

4600 EAST-WEST HIGHWAY, SUITE 700  
 BETHESDA, MARYLAND 20814  
 TELEPHONE (301) 986-1891  
 FAX (301) 718-6199  
[HTTP://WWW.NOVARESEARCH.COM](http://www.novaresearch.com)

## GSA FEDERAL SUPPLY SCHEDULE Ordering Information

GSA Contract Number	GS-OOF-0082M; GSA Authorized SINS (MOBIS-874; AIMS-541; IT-70)
Contract Term	Base Contract: 7/27/2002 to 7/27/2007, Three 5-year Options to 7/27/2022
Payment terms	Net 30 days
FOB Point	Destination
Remit Address	NOVA Research Company, 4600 East-West Hwy., Suite 700, Bethesda, MD 20814
TIN#	52-1477125
DUN#	17-535-8027
Business Size	Small Business (woman owned)
MOL of Contract	MOL of Contract: \$1,000,000 (Govt. may request additional discounts for contracts over this amount.)
Contractor Contact Information	NOVA Research Company 4600 East-West Hwy., Suite 700 Bethesda, MD 20814 301-986-1891 phone 301-718-6199 fax
Contractor Website	<a href="http://www.novaresearch.com">www.novaresearch.com</a>

\*ONLINE ACCESS TO CONTRACT ORDERING INFORMATION, TERMS AND CONDITIONS, PRICING, AND ELECTRONIC DELIVERY ORDERS ARE AVAILABLE THROUGH GSA ADVANTAGE! AT [WWW.GSAADVANTAGE.GOV](http://WWW.GSAADVANTAGE.GOV).

# NOVA Research Company

## QDS™ Software Pricing

QDS™ (Questionnaire Development System) allows you to:

- Develop data collection applications without hiring a programmer
- Collect data multiple ways:
  - Paper and Pencil/Data Entry
  - Computer-Assisted Personal Interview (CAPI)
  - Computer Administered Self Interview, with Audio (ACASI)
  - Handheld Assisted Personal Interview (HAPI)
- Reuse field-tested questions between surveys
- Export data directly to SAS, SPSS or MS Access



Download a FREE trial version at <http://www.novaresearch.com/Products/qds/freeTrial.cfm>!

**SIN: C 7030****(\*same as SINS: 132-32, 132-33, and 132-34)**

<b>Module</b>	<b>1-4 = 2% discount/per installation</b>	<b>5-9 = 12% discount/per installation</b>	<b>10-49* = 22% discount/per installation</b>
<b>Design Studio</b>	<b>\$289.10</b>	<b>\$259.60</b>	<b>\$230.10</b>
<b>HAPI-PDA</b>	<b>\$289.10</b>	<b>\$259.60</b>	<b>\$230.10</b>
<b>ACASI</b>	<b>\$485.10</b>	<b>\$435.60</b>	<b>\$386.10</b>
<b>CAPI</b>	<b>\$485.10</b>	<b>\$435.60</b>	<b>\$386.10</b>
<b>Warehouse Manager</b>	<b>\$485.10</b>	<b>\$435.60</b>	<b>\$386.10</b>
<b>*Contact us for purchases of 50 or more installations or site licenses.</b>			

NOVA Research Company

GSA Labor Category Rates  
MOBIS, AIMS, IT Schedule 70  
GSA Contract Years 2008, 2009

**Mission Oriented Business Integrated Services (MOBIS)****Schedule 874 Labor Rates****Consolidated Contract SINS: C R422, C R499****Schedule 874 SINS: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—Consulting, Facilitation, Surveys & Analysis, Training, Program Integration, Evaluation and Project Management**

<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
<b>Contract Option1: Base Year Period: Oct 1, 2007 to Sep 30, 2008*</b>		
<b>Project Director</b>	<b>\$109.37</b>	<b>\$96.72</b>
<b>Project Manager</b>	<b>\$103.58</b>	<b>\$91.63</b>
<b>Senior General Task Manager</b>	<b>\$103.58</b>	<b>\$91.63</b>
<b>Senior Advertising Task Manager</b>	<b>\$105.55</b>	<b>\$93.36</b>
<b>Senior Public Relations Task Manager</b>	<b>\$105.55</b>	<b>\$93.36</b>
<b>Scientific Writing Task Manager</b>	<b>\$101.31</b>	<b>\$89.62</b>
<b>Business Planning Senior Task Manager</b>	<b>\$97.84</b>	<b>\$86.55</b>
<b>Advertising Task Manager</b>	<b>\$86.99</b>	<b>\$76.95</b>
<b>Public Relations Task Manager</b>	<b>\$86.99</b>	<b>\$76.95</b>
<b>Technical Information Task Manager</b>	<b>\$74.33</b>	<b>\$65.75</b>
<b>Meetings Logistics Task Manager</b>	<b>\$69.10</b>	<b>\$61.11</b>
<b>Graphic Arts Task Manager</b>	<b>\$63.34</b>	<b>\$56.01</b>
<b>Data Management Task Manager</b>	<b>\$63.34</b>	<b>\$56.01</b>
<b>Senior Business Planning Specialist III</b>	<b>\$109.37</b>	<b>\$96.72</b>
<b>Senior Business Planning Specialist II</b>	<b>\$103.58</b>	<b>\$91.63</b>
<b>Senior Business Planning Specialist I</b>	<b>\$97.84</b>	<b>\$86.55</b>
<b>Business Planning Specialist III</b>	<b>\$86.33</b>	<b>\$76.37</b>
<b>Business Planning Specialist II</b>	<b>\$83.15</b>	<b>\$73.54</b>
<b>Business Planning Specialist I</b>	<b>\$69.10</b>	<b>\$61.11</b>

**Mission Oriented Business Integrated Services (MOBIS)****Schedule 874 Labor Rates****Consolidated Contract SINS: C R422, C R499****Schedule 874 SINS: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6,  
and 874-99—Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management**

<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
Advertising Specialist III	\$73.91	\$65.37
Advertising Specialist II	\$69.10	\$61.11
Advertising Specialist I	\$61.42	\$54.33
Public Relations Specialist III	\$73.91	\$65.37
Public Relations Specialist II	\$69.10	\$61.11
Public Relations Specialist I	\$61.42	\$54.33
Survey Designer III	\$105.55	\$93.36
Survey Designer II	\$74.80	\$66.18
Survey Designer I	\$63.34	\$56.01
Senior Survey Developer III	\$85.40	\$75.56
Senior Survey Developer II	\$74.80	\$66.18
Senior Survey Developer I	\$63.34	\$56.01
Junior Survey Developer III	\$51.83	\$45.84
Junior Survey Developer II	\$40.31	\$35.64
Junior Survey Developer I	\$38.01	\$33.61
Survey Interviewer III	\$40.19	\$35.56
Survey Interviewer II	\$33.79	\$29.89
Survey Interviewer I	\$30.94	\$27.37
Survey Analyst III	\$102.78	\$90.94
Survey Analyst II	\$83.15	\$73.54
Survey Analyst I	\$57.12	\$50.52

# Mission Oriented Business Integrated Services (MOBIS)

## Schedule 874 Labor Rates

Consolidated Contract SINs: C R422, C R499

Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—Consulting, Facilitation, Surveys & Analysis, Training, Program Integration, Evaluation and Project Management

Skill Category	NOVA Site Hourly Rate to Government	Client Site Hourly Rate to Government
Technical Information Specialist III	\$74.33	\$65.75
Technical Information Specialist II	\$58.02	\$51.31
Technical Information Specialist I	\$41.71	\$36.89
Computer/Statistical Assistant IV	\$66.10	\$58.47
Computer/Statistical Assistant III	\$51.83	\$45.84
Computer/Statistical Assistant II	\$36.63	\$32.42
Computer/Statistical Assistant I	\$29.29	\$25.92
Senior Trainer IV	\$109.37	\$96.72
Senior Trainer III	\$74.80	\$66.18
Senior Trainer II	\$63.34	\$56.01
Senior Trainer I	\$57.12	\$50.52
Trainer II	\$57.53	\$50.92
Trainer I	\$51.83	\$45.84
Meeting/Conference Manager III	\$69.10	\$61.11
Meeting/Conference Manager II	\$58.72	\$51.94
Meeting/Conference Manager I	\$48.35	\$42.76
Meeting/Conference Assistant III	\$43.72	\$38.68
Meeting/Conference Assistant II	\$35.25	\$31.17
Meeting/Conference Assistant I	\$32.54	\$28.80
A/V Technician II	\$57.53	\$50.92
A/V Technician I	\$38.54	\$34.10



**Mission Oriented Business Integrated Services (MOBIS)****Schedule 874 Labor Rates****Consolidated Contract SINS: C R422, C R499****Schedule 874 SINS: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—Consulting, Facilitation, Surveys & Analysis, Training, Program Integration, Evaluation and Project Management**

<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
Senior Graphic Artist IV	\$63.34	\$56.01
Senior Graphic Artist III	\$55.41	\$49.02
Senior Graphic Artist II	\$47.48	\$42.02
Senior Graphic Artist I	\$44.42	\$39.30
Graphic Artist III	\$57.53	\$50.92
Graphic Artist II	\$44.97	\$39.77
Graphic Artist I	\$41.42	\$36.66
Senior Writer/Editor III	\$103.58	\$91.63
Senior Writer/Editor II	\$101.31	\$89.62
Senior Writer/Editor I	\$74.33	\$65.75
Writer/Editor III	\$51.83	\$45.84
Writer/Editor II	\$43.72	\$38.68
Writer/Editor I	\$38.01	\$33.61
Data Manager III	\$74.80	\$66.18
Data Manager II	\$63.34	\$56.01
Data Manager I	\$57.12	\$50.52

**\*Per Original Contract, Rates Increased by 4% per year over Base Contract, Option Year 4**

**Mission Oriented Business Integrated Services (MOBIS)****Schedule 874 Labor Rates****Consolidated Contract SINS: C R422, C R499****Schedule 874 SINS: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6,  
and 874-99—Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management**

<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
<b>Contract Option1: Option Year 1 Period: Oct 1, 2008 to Sep 30, 2009*</b>		
<b>Project Director</b>	<b>\$113.74</b>	<b>\$100.59</b>
<b>Project Manager</b>	<b>\$107.72</b>	<b>\$95.30</b>
<b>Senior General Task Manager</b>	<b>\$107.72</b>	<b>\$95.30</b>
<b>Senior Advertising Task Manager</b>	<b>\$109.77</b>	<b>\$97.09</b>
<b>Senior Public Relations Task Manager</b>	<b>\$109.77</b>	<b>\$97.09</b>
<b>Scientific Writing Task Manager</b>	<b>\$105.36</b>	<b>\$93.20</b>
<b>Business Planning Senior Task Manager</b>	<b>\$101.75</b>	<b>\$90.01</b>
<b>Advertising Task Manager</b>	<b>\$90.47</b>	<b>\$80.03</b>
<b>Public Relations Task Manager</b>	<b>\$90.47</b>	<b>\$80.03</b>
<b>Technical Information Task Manager</b>	<b>\$77.30</b>	<b>\$68.38</b>
<b>Meetings Logistics Task Manager</b>	<b>\$71.86</b>	<b>\$63.55</b>
<b>Graphic Arts Task Manager</b>	<b>\$65.87</b>	<b>\$58.25</b>
<b>Data Management Task Manager</b>	<b>\$65.87</b>	<b>\$58.25</b>
<b>Senior Business Planning Specialist III</b>	<b>\$113.74</b>	<b>\$100.59</b>
<b>Senior Business Planning Specialist II</b>	<b>\$107.72</b>	<b>\$95.30</b>
<b>Senior Business Planning Specialist I</b>	<b>\$101.75</b>	<b>\$90.01</b>
<b>Business Planning Specialist III</b>	<b>\$89.78</b>	<b>\$79.42</b>
<b>Business Planning Specialist II</b>	<b>\$86.48</b>	<b>\$76.48</b>
<b>Business Planning Specialist I</b>	<b>\$71.86</b>	<b>\$63.55</b>

**Mission Oriented Business Integrated Services (MOBIS)****Schedule 874 Labor Rates****Consolidated Contract SINS: C R422, C R499****Schedule 874 SINS: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6,  
and 874-99—Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management**

<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
Advertising Specialist III	\$76.87	\$67.98
Advertising Specialist II	\$71.86	\$63.55
Advertising Specialist I	\$63.88	\$56.50
Public Relations Specialist III	\$76.87	\$67.98
Public Relations Specialist II	\$71.86	\$63.55
Public Relations Specialist I	\$63.88	\$56.50
Survey Designer III	\$109.77	\$97.09
Survey Designer II	\$77.79	\$68.83
Survey Designer I	\$65.87	\$58.25
Senior Survey Developer III	\$88.82	\$78.58
Senior Survey Developer II	\$77.79	\$68.83
Senior Survey Developer I	\$65.87	\$58.25
Junior Survey Developer III	\$53.90	\$47.67
Junior Survey Developer II	\$41.92	\$37.07
Junior Survey Developer I	\$39.53	\$34.95
Survey Interviewer III	\$41.80	\$36.98
Survey Interviewer II	\$35.14	\$31.09
Survey Interviewer I	\$32.18	\$28.46
Survey Analyst III	\$106.89	\$94.58
Survey Analyst II	\$86.48	\$76.48
Survey Analyst I	\$59.40	\$52.54

**Mission Oriented Business Integrated Services (MOBIS)****Schedule 874 Labor Rates****Consolidated Contract SINs: C R422, C R499****Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6,  
and 874-99—Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management**

<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
Technical Information Specialist III	\$77.30	\$68.38
Technical Information Specialist II	\$60.34	\$53.36
Technical Information Specialist I	\$43.38	\$38.37
Computer/Statistical Assistant IV	\$68.74	\$60.81
Computer/Statistical Assistant III	\$53.90	\$47.67
Computer/Statistical Assistant II	\$38.10	\$33.72
Computer/Statistical Assistant I	\$30.46	\$26.96
Senior Trainer IV	\$113.74	\$100.59
Senior Trainer III	\$77.79	\$68.83
Senior Trainer II	\$65.87	\$58.25
Senior Trainer I	\$59.40	\$52.54
Trainer II	\$59.83	\$52.96
Trainer I	\$53.90	\$47.67
Meeting/Conference Manager III	\$71.86	\$63.55
Meeting/Conference Manager II	\$61.07	\$54.02
Meeting/Conference Manager I	\$50.28	\$44.47
Meeting/Conference Assistant III	\$45.47	\$40.23
Meeting/Conference Assistant II	\$36.66	\$32.42
Meeting/Conference Assistant I	\$33.84	\$29.95
A/V Technician II	\$59.83	\$52.96
A/V Technician I	\$40.08	\$35.46

**Mission Oriented Business Integrated Services (MOBIS)****Schedule 874 Labor Rates****Consolidated Contract SINS: C R422, C R499****Schedule 874 SINS: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—Consulting, Facilitation, Surveys & Analysis, Training, Program Integration, Evaluation and Project Management**

<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
Senior Graphic Artist IV	\$65.87	\$58.25
Senior Graphic Artist III	\$57.63	\$50.98
Senior Graphic Artist II	\$49.38	\$43.70
Senior Graphic Artist I	\$46.20	\$40.87
Graphic Artist III	\$59.83	\$52.96
Graphic Artist II	\$46.77	\$41.36
Graphic Artist I	\$43.08	\$38.13
Senior Writer/Editor III	\$107.72	\$95.30
Senior Writer/Editor II	\$105.36	\$93.20
Senior Writer/Editor I	\$77.30	\$68.38
Writer/Editor III	\$53.90	\$47.67
Writer/Editor II	\$45.47	\$40.23
Writer/Editor I	\$39.53	\$34.95
Data Manager III	\$77.79	\$68.83
Data Manager II	\$65.87	\$58.25
Data Manager I	\$59.40	\$52.54

**\*Per Original Contract, Rates Increased by 4% per year.**

**Mission Oriented Business Integrated Services (MOBIS)****Schedule 874 Labor Rates****Consolidated Contract SINs: C R422, C R499****Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6,  
and 874-99—Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management**

<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
<b>Contract Option1: Option Year 2 Period: Oct 1, 2009 to Sep 30, 2010*</b>		
<b>Project Director</b>	<b>\$118.29</b>	<b>\$104.61</b>
<b>Project Manager</b>	<b>\$112.03</b>	<b>\$99.11</b>
<b>Senior General Task Manager</b>	<b>\$112.03</b>	<b>\$99.11</b>
<b>Senior Advertising Task Manager</b>	<b>\$114.16</b>	<b>\$100.97</b>
<b>Senior Public Relations Task Manager</b>	<b>\$114.16</b>	<b>\$100.97</b>
<b>Scientific Writing Task Manager</b>	<b>\$109.57</b>	<b>\$96.93</b>
<b>Business Planning Senior Task Manager</b>	<b>\$105.82</b>	<b>\$93.61</b>
<b>Advertising Task Manager</b>	<b>\$94.09</b>	<b>\$83.23</b>
<b>Public Relations Task Manager</b>	<b>\$94.09</b>	<b>\$83.23</b>
<b>Technical Information Task Manager</b>	<b>\$80.39</b>	<b>\$71.12</b>
<b>Meetings Logistics Task Manager</b>	<b>\$74.73</b>	<b>\$66.09</b>
<b>Graphic Arts Task Manager</b>	<b>\$68.50</b>	<b>\$60.58</b>
<b>Data Management Task Manager</b>	<b>\$68.50</b>	<b>\$60.58</b>
<b>Senior Business Planning Specialist III</b>	<b>\$118.29</b>	<b>\$104.61</b>
<b>Senior Business Planning Specialist II</b>	<b>\$112.03</b>	<b>\$99.11</b>
<b>Senior Business Planning Specialist I</b>	<b>\$105.82</b>	<b>\$93.61</b>
<b>Business Planning Specialist III</b>	<b>\$93.37</b>	<b>\$82.60</b>
<b>Business Planning Specialist II</b>	<b>\$89.94</b>	<b>\$79.54</b>
<b>Business Planning Specialist I</b>	<b>\$74.73</b>	<b>\$66.09</b>

# Mission Oriented Business Integrated Services (MOBIS)

## Schedule 874 Labor Rates

Consolidated Contract SINS: C R422, C R499

Schedule 874 SINS: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—Consulting, Facilitation, Surveys & Analysis, Training, Program Integration, Evaluation and Project Management

Skill Category	NOVA Site Hourly Rate to Government	Client Site Hourly Rate to Government
Advertising Specialist III	\$79.94	\$70.70
Advertising Specialist II	\$74.73	\$66.09
Advertising Specialist I	\$66.44	\$58.76
Public Relations Specialist III	\$79.94	\$70.70
Public Relations Specialist II	\$74.73	\$66.09
Public Relations Specialist I	\$66.44	\$58.76
Survey Designer III	\$114.16	\$100.97
Survey Designer II	\$80.90	\$71.58
Survey Designer I	\$68.50	\$60.58
Senior Survey Developer III	\$92.37	\$81.72
Senior Survey Developer II	\$80.90	\$71.58
Senior Survey Developer I	\$68.50	\$60.58
Junior Survey Developer III	\$56.06	\$49.58
Junior Survey Developer II	\$43.60	\$38.55
Junior Survey Developer I	\$41.11	\$36.35
Survey Interviewer III	\$43.47	\$38.46
Survey Interviewer II	\$36.55	\$32.33
Survey Interviewer I	\$33.47	\$29.60
Survey Analyst III	\$111.17	\$98.36
Survey Analyst II	\$89.94	\$79.54
Survey Analyst I	\$61.78	\$54.64

**Mission Oriented Business Integrated Services (MOBIS)****Schedule 874 Labor Rates****Consolidated Contract SINs: C R422, C R499****Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6,  
and 874-99—Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management**

<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
Technical Information Specialist III	\$80.39	\$71.12
Technical Information Specialist II	\$62.75	\$55.49
Technical Information Specialist I	\$45.12	\$39.90
Computer/Statistical Assistant IV	\$71.49	\$63.24
Computer/Statistical Assistant III	\$56.06	\$49.58
Computer/Statistical Assistant II	\$39.62	\$35.07
Computer/Statistical Assistant I	\$31.68	\$28.04
Senior Trainer IV	\$118.29	\$104.61
Senior Trainer III	\$80.90	\$71.58
Senior Trainer II	\$68.50	\$60.58
Senior Trainer I	\$61.78	\$54.64
Trainer II	\$62.22	\$55.08
Trainer I	\$56.06	\$49.58
Meeting/Conference Manager III	\$74.73	\$66.09
Meeting/Conference Manager II	\$63.51	\$56.18
Meeting/Conference Manager I	\$52.29	\$46.25
Meeting/Conference Assistant III	\$47.29	\$41.84
Meeting/Conference Assistant II	\$38.13	\$33.72
Meeting/Conference Assistant I	\$35.19	\$31.15
A/V Technician II	\$62.22	\$55.08
A/V Technician I	\$41.68	\$36.88



**Mission Oriented Business Integrated Services (MOBIS)****Schedule 874 Labor Rates****Consolidated Contract SINS: C R422, C R499****Schedule 874 SINS: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6,  
and 874-99—Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management**

<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
Senior Graphic Artist IV	\$68.50	\$60.58
Senior Graphic Artist III	\$59.94	\$53.02
Senior Graphic Artist II	\$51.36	\$45.45
Senior Graphic Artist I	\$48.05	\$42.50
Graphic Artist III	\$62.22	\$55.08
Graphic Artist II	\$48.64	\$43.01
Graphic Artist I	\$44.80	\$39.66
Senior Writer/Editor III	\$112.03	\$99.11
Senior Writer/Editor II	\$109.57	\$96.93
Senior Writer/Editor I	\$80.39	\$71.12
Writer/Editor III	\$56.06	\$49.58
Writer/Editor II	\$47.29	\$41.84
Writer/Editor I	\$41.11	\$36.35
Data Manager III	\$80.90	\$71.58
Data Manager II	\$68.50	\$60.58
Data Manager I	\$61.78	\$54.64

**\*Per Original Contract, Rates Increased by 4% per year.**

# Advertising & Integrated Marketing Solutions (AIMS)

## Schedule 541 Labor Rates

<b>Advertising and Integrated Marketing Services (AIMS)</b> <b>Consolidated Contract SINs: C R422, C R701, C R708</b> <b>Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services</b>		
<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
<b>Contract Option1: Base Year Period: Oct 1, 2007 to Sep 30, 2008*</b>		
Project Director/Deputy	\$109.37	\$96.72
Project Manager	\$103.58	\$91.63
Senior General Task Manager	\$103.58	\$91.63
Senior Advertising Task Manager	\$105.55	\$93.36
Senior Public Relations Task Manager	\$105.55	\$93.36
Scientific Writing Task Manager	\$101.31	\$89.62
Market Research Senior Task Manager	\$97.84	\$86.55
Advertising Task Manager	\$86.99	\$76.95
Public Relations Task Manager	\$86.99	\$76.95
Technical Information Task Manager	\$74.33	\$65.75
Meetings Logistics Task Manager	\$69.10	\$61.11
Graphic Arts Task Manager	\$63.34	\$56.01
Data Management Task Manager	\$63.34	\$56.01
Market Research Task Manager	\$57.53	\$50.92
Senior Market Researcher II	\$109.37	\$96.72
Senior Market Research I	\$97.84	\$86.55
Market Researcher III	\$57.53	\$50.92
Market Research II	\$51.83	\$45.84
Market Researcher I	\$38.01	\$33.61

# Advertising & Integrated Marketing Solutions (AIMS)

## Schedule 541 Labor Rates

Advertising and Integrated Marketing Services (AIMS) Consolidated Contract SINs: C R422, C R701, C R708 Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services		
Skill Category	NOVA Site Hourly Rate to Government	Client Site Hourly Rate to Government
Market Research Interviewer III	\$40.19	\$35.56
Market Research Interviewer II	\$33.79	\$29.89
Market Research Interviewer I	\$30.94	\$27.37
Sr. Market Research Analyst III	\$102.78	\$90.94
Sr. Market Research Analyst II	\$83.15	\$73.54
Sr. Market Research Analyst I	\$57.12	\$50.52
Market Research Analyst III	\$66.10	\$58.47
Market Research Analyst II	\$51.83	\$45.84
Market Research Analyst I	\$30.83	\$27.28
Advertising Specialist III	\$73.91	\$65.37
Advertising Specialist II	\$69.10	\$61.11
Advertising Specialist I	\$61.42	\$54.33
Public Relations Specialist III	\$73.91	\$65.37
Public Relations Specialist II	\$69.10	\$61.11
Public Relations Specialist I	\$61.42	\$54.33
Interview Developer III	\$119.69	\$105.88
Interview Developer II	\$74.80	\$66.18
Interview Developer I	\$63.34	\$56.01

**Advertising & Integrated Marketing Solutions (AIMS)****Schedule 541 Labor Rates**

<b>Advertising and Integrated Marketing Services (AIMS)</b> <b>Consolidated Contract SINs: C R422, C R701, C R708</b> <b>Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services</b>		
<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
Interviewer III	\$40.19	\$35.56
Interviewer II	\$33.79	\$29.89
Interviewer I	\$30.94	\$27.37
Technical Information Specialist III	\$74.33	\$65.75
Technical Information Specialist II	\$58.02	\$51.31
Technical Information Specialist I	\$41.71	\$36.89
Computer/Statistical Assistant IV	\$66.10	\$58.47
Computer/Statistical Assistant III	\$51.83	\$45.84
Computer/Statistical Assistant II	\$36.63	\$32.42
Computer/Statistical Assistant I	\$29.29	\$25.92
Web Site Designer III	\$103.58	\$91.63
Web Site Designer II	\$74.01	\$65.47
Web Site Designer I	\$44.42	\$39.30
Web Site Graphic Artist IV	\$63.34	\$56.01
Web Site Graphic Artist III	\$47.48	\$42.02
Web Site Graphic Artist II	\$44.97	\$39.77
Web Site Graphic Artist I	\$38.37	\$33.94

**Advertising & Integrated Marketing Solutions (AIMS)****Schedule 541 Labor Rates**

<b>Advertising and Integrated Marketing Services (AIMS)</b> <b>Consolidated Contract SINs: C R422, C R701, C R708</b> <b>Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services</b>		
<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
Web Database/Application Developer IV	\$103.58	\$91.63
Web Database/Application Developer III	\$90.32	\$79.91
Web Database/Application Developer II	\$77.06	\$68.18
Web Database/Application Developer I	\$61.65	\$54.55
Web Site Specialist/Web Master III	\$77.06	\$68.18
Web Site Specialist/Web Master II	\$61.02	\$53.98
Web Site Specialist/Web Master I	\$44.97	\$39.77
Meeting/Conference Manager III	\$69.10	\$61.11
Meeting/Conference Manager II	\$58.72	\$51.94
Meeting/Conference Manager I	\$48.35	\$42.76
Meeting/Conference Assistant III	\$43.72	\$38.68
Meeting/Conference Assistant II	\$35.25	\$31.17
Meeting/Conference Assistant I	\$32.54	\$28.80
A/V Technician II	\$57.53	\$50.92
A/V Technician I	\$38.54	\$34.10
Senior Graphic Artist IV	\$63.34	\$56.01
Senior Graphic Artist III	\$55.41	\$49.02
Senior Graphic Artist II	\$47.48	\$42.02
Senior Graphic Artist I	\$44.42	\$39.30

**Advertising & Integrated Marketing Solutions (AIMS)****Schedule 541 Labor Rates**

<b>Advertising and Integrated Marketing Services (AIMS)</b> <b>Consolidated Contract SINS: C R422, C R701, C R708</b> <b>Schedule 541 SINS: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services</b>		
<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
Graphic Artist III	\$44.97	\$39.77
Graphic Artist II	\$41.13	\$36.38
Graphic Artist I	\$36.65	\$32.43
Senior Writer/Editor III	\$103.58	\$91.63
Senior Writer/Editor II	\$101.31	\$89.62
Senior Writer/Editor I	\$74.33	\$65.75
Writer/Editor III	\$51.83	\$45.84
Writer/Editor II	\$43.72	\$38.68
Writer/Editor I	\$38.01	\$33.61
Data Manager III	\$74.80	\$66.18
Data Manager II	\$63.34	\$56.01
Data Manager I	\$57.12	\$50.52

\*Per Original Contract, Rates Increased by 4% per year over Base Contract

**Advertising & Integrated Marketing Solutions (AIMS)****Schedule 541 Labor Rates**

<b>Advertising and Integrated Marketing Services (AIMS)</b> <b>Consolidated Contract SINs: C R422, C R701, C R708</b> <b>Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services</b>		
<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
<b>Contract Option1: Option Year 1 Period: Oct 1, 2008 to Sep 30, 2009*</b>		
<b>Project Director/Deputy</b>	<b>\$113.74</b>	<b>\$100.59</b>
<b>Project Manager</b>	<b>\$107.72</b>	<b>\$95.30</b>
<b>Senior General Task Manager</b>	<b>\$107.72</b>	<b>\$95.30</b>
<b>Senior Advertising Task Manager</b>	<b>\$109.77</b>	<b>\$97.09</b>
<b>Senior Public Relations Task Manager</b>	<b>\$109.77</b>	<b>\$97.09</b>
<b>Scientific Writing Task Manager</b>	<b>\$105.36</b>	<b>\$93.20</b>
<b>Market Research Senior Task Manager</b>	<b>\$101.75</b>	<b>\$90.01</b>
<b>Advertising Task Manager</b>	<b>\$90.47</b>	<b>\$80.03</b>
<b>Public Relations Task Manager</b>	<b>\$90.47</b>	<b>\$80.03</b>
<b>Technical Information Task Manager</b>	<b>\$77.30</b>	<b>\$68.38</b>
<b>Meetings Logistics Task Manager</b>	<b>\$71.86</b>	<b>\$63.55</b>
<b>Graphic Arts Task Manager</b>	<b>\$65.87</b>	<b>\$58.25</b>
<b>Data Management Task Manager</b>	<b>\$65.87</b>	<b>\$58.25</b>
<b>Market Research Task Manager</b>	<b>\$59.83</b>	<b>\$52.96</b>
<b>Senior Market Researcher II</b>	<b>\$113.74</b>	<b>\$100.59</b>
<b>Senior Market Research I</b>	<b>\$101.75</b>	<b>\$90.01</b>
<b>Market Researcher III</b>	<b>\$59.83</b>	<b>\$52.96</b>
<b>Market Research II</b>	<b>\$53.90</b>	<b>\$47.67</b>
<b>Market Researcher I</b>	<b>\$39.53</b>	<b>\$34.95</b>

# Advertising & Integrated Marketing Solutions (AIMS)

## Schedule 541 Labor Rates

Advertising and Integrated Marketing Services (AIMS) Consolidated Contract SINs: C R422, C R701, C R708 Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services		
Skill Category	NOVA Site Hourly Rate to Government	Client Site Hourly Rate to Government
Market Research Interviewer III	\$41.80	\$36.98
Market Research Interviewer II	\$35.14	\$31.09
Market Research Interviewer I	\$32.18	\$28.46
Sr. Market Research Analyst III	\$106.89	\$94.58
Sr. Market Research Analyst II	\$86.48	\$76.48
Sr. Market Research Analyst I	\$59.40	\$52.54
Market Research Analyst III	\$68.74	\$60.81
Market Research Analyst II	\$53.90	\$47.67
Market Research Analyst I	\$32.06	\$28.37
Advertising Specialist III	\$76.87	\$67.98
Advertising Specialist II	\$71.86	\$63.55
Advertising Specialist I	\$63.88	\$56.50
Public Relations Specialist III	\$76.87	\$67.98
Public Relations Specialist II	\$71.86	\$63.55
Public Relations Specialist I	\$63.88	\$56.50
Interview Developer III	\$124.48	\$110.12
Interview Developer II	\$77.79	\$68.83
Interview Developer I	\$65.87	\$58.25



**Advertising & Integrated Marketing Solutions (AIMS)****Schedule 541 Labor Rates**

<b>Advertising and Integrated Marketing Services (AIMS)</b> <b>Consolidated Contract SINs: C R422, C R701, C R708</b> <b>Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services</b>		
<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
Interviewer III	\$41.80	\$36.98
Interviewer II	\$35.14	\$31.09
Interviewer I	\$32.18	\$28.46
Technical Information Specialist III	\$77.30	\$68.38
Technical Information Specialist II	\$60.34	\$53.36
Technical Information Specialist I	\$43.38	\$38.37
Computer/Statistical Assistant IV	\$68.74	\$60.81
Computer/Statistical Assistant III	\$53.90	\$47.67
Computer/Statistical Assistant II	\$38.10	\$33.72
Computer/Statistical Assistant I	\$30.46	\$26.96
Web Site Designer III	\$107.72	\$95.30
Web Site Designer II	\$76.97	\$68.09
Web Site Designer I	\$46.20	\$40.87
Web Site Graphic Artist IV	\$65.87	\$58.25
Web Site Graphic Artist III	\$49.38	\$43.70
Web Site Graphic Artist II	\$46.77	\$41.36
Web Site Graphic Artist I	\$39.90	\$35.30

# Advertising & Integrated Marketing Solutions (AIMS)

## Schedule 541 Labor Rates

<b>Advertising and Integrated Marketing Services (AIMS)</b> <b>Consolidated Contract SINs: C R422, C R701, C R708</b> <b>Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services</b>		
<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
Web Database/Application Developer IV	\$107.72	\$95.30
Web Database/Application Developer III	\$93.93	\$83.11
Web Database/Application Developer II	\$80.14	\$70.91
Web Database/Application Developer I	\$64.12	\$56.73
Web Site Specialist/Web Master III	\$80.14	\$70.91
Web Site Specialist/Web Master II	\$63.46	\$56.14
Web Site Specialist/Web Master I	\$46.77	\$41.36
Meeting/Conference Manager III	\$71.86	\$63.55
Meeting/Conference Manager II	\$61.07	\$54.02
Meeting/Conference Manager I	\$50.28	\$44.47
Meeting/Conference Assistant III	\$45.47	\$40.23
Meeting/Conference Assistant II	\$36.66	\$32.42
Meeting/Conference Assistant I	\$33.84	\$29.95
A/V Technician II	\$59.83	\$52.96
A/V Technician I	\$40.08	\$35.46
Senior Graphic Artist IV	\$65.87	\$58.25
Senior Graphic Artist III	\$57.63	\$50.98
Senior Graphic Artist II	\$49.38	\$43.70
Senior Graphic Artist I	\$46.20	\$40.87

**Advertising & Integrated Marketing Solutions (AIMS)****Schedule 541 Labor Rates**

<b>Advertising and Integrated Marketing Services (AIMS)</b> <b>Consolidated Contract SINS: C R422, C R701, C R708</b> <b>Schedule 541 SINS: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services</b>		
<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
Graphic Artist III	\$46.77	\$41.36
Graphic Artist II	\$42.78	\$37.84
Graphic Artist I	\$38.12	\$33.73
Senior Writer/Editor III	\$107.72	\$95.30
Senior Writer/Editor II	\$105.36	\$93.20
Senior Writer/Editor I	\$77.30	\$68.38
Writer/Editor III	\$53.90	\$47.67
Writer/Editor II	\$45.47	\$40.23
Writer/Editor I	\$39.53	\$34.95
Data Manager III	\$77.79	\$68.83
Data Manager II	\$65.87	\$58.25
Data Manager I	\$59.40	\$52.54

\*Per Original Contract, Rates Increased by 4% per year.

**General Purpose Commercial Information Technology Equipment, Software, and Services—Schedule 70 Labor Rates**

<b>Information Technology Services</b> <b>Consolidated Contract SINs: C D302, C D306, C D308, C D399</b> <b>Schedule 70 SINs: 132-32, 132-33, 132-34, 132-51, and 132-52—</b> <b>Systems Analysis and Design, Systems Development and Programming</b>		
<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
<b>Contract Option1: Base Year Period: Oct 1, 2007 to Sep 30, 2008*</b>		
Senior Project Director	\$109.37	\$96.72
Project Manager	\$109.37	\$96.72
Senior Information Technology Task Manager	\$103.58	\$91.63
IT Task Manager	\$92.07	\$81.46
Meetings & Graphics Task Manager	\$97.84	\$86.55
Programming & Statistical Analysis Task Manager	\$83.15	\$73.54
Data Management Task Manager	\$63.34	\$56.01
Biostatistician III	\$119.69	\$105.88
Biostatistician II	\$74.80	\$66.18
Biostatistician I	\$57.12	\$50.52
Computer Programmer III	\$83.15	\$73.54
Computer Programmer II	\$73.06	\$64.63
Computer Programmer I	\$49.33	\$43.63
Computer/Statistical Assistant IV	\$66.10	\$58.47
Computer/Statistical Assistant III	\$51.83	\$45.84
Computer/Statistical Assistant II	\$36.63	\$32.42
Computer/Statistical Assistant I	\$29.29	\$25.92
Data Analyst III	\$83.15	\$73.54
Data Analyst II	\$64.89	\$57.40
Data Analyst I	\$49.33	\$43.63

**General Purpose Commercial Information Technology Equipment, Software, and Services—Schedule 70 Labor Rates**

<b>Information Technology Services</b> <b>Consolidated Contract SINs: C D302, C D306, C D308, C D399</b> <b>Schedule 70 SINs: 132-32, 132-33, 132-34, 132-51, and 132-52—</b> <b>Systems Analysis and Design, Systems Development and Programming</b>		
<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
Data Entry Operator II	\$35.94	\$31.79
Data Entry Operator I	\$31.66	\$28.00
Graphics Specialist IV	\$63.49	\$56.16
Graphic Specialist III	\$47.59	\$42.11
Graphics Specialist II	\$44.42	\$39.30
Graphics Specialist I	\$36.65	\$32.43
Meeting Support Technician III	\$51.83	\$45.84
Meeting Support Technician II	\$35.94	\$31.79
Meeting Support Technician I	\$28.50	\$25.21
Network Specialist III	\$103.58	\$91.63
Public Health Analyst IV	\$109.37	\$96.72
Public Health Analyst III	\$74.80	\$66.18
Public Health Analyst II	\$63.34	\$56.01
Public Health Analyst I	\$57.12	\$50.52
Scientific Data Manager III	\$74.80	\$66.18
Scientific Data Manager II	\$63.34	\$56.01
Scientific Data Manager I	\$57.12	\$50.52
System Analyst III	\$102.78	\$90.94
System Analyst II	\$77.06	\$68.18
System Analyst I	\$68.62	\$60.69

**General Purpose Commercial Information Technology Equipment, Software, and Services—Schedule 70 Labor Rates**

<b>Information Technology Services</b> <b>Consolidated Contract SINs: C D302, C D306, C D308, C D399</b> <b>Schedule 70 SINs: 132-32, 132-33, 132-34, 132-51, and 132-52—</b> <b>Systems Analysis and Design, Systems Development and Programming</b>		
<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
System Programmer III	\$85.40	\$75.56
System Programmer II	\$77.06	\$68.18
System Programmer I	\$62.84	\$55.60
Technical Information Specialist III	\$74.33	\$65.75
Technical Information Specialist II	\$58.03	\$51.33
Technical Information Specialist I	\$41.71	\$36.89

\*Per Original Contract, Rates Increased by 4% per year over Base Contract, Option Year 4

**General Purpose Commercial Information Technology Equipment, Software, and Services—Schedule 70 Labor Rates**

<b>Information Technology Services</b> <b>Consolidated Contract SINs: C D302, C D306, C D308, C D399</b> <b>Schedule 70 SINs: 132-32, 132-33, 132-34, 132-51, and 132-52—</b> <b>Systems Analysis and Design, Systems Development and Programming</b>		
<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
<b>Contract Option1: Option Year 1 Period: Oct 1, 2008 to Sep 30, 2009*</b>		
Senior Project Director	\$113.74	\$100.59
Project Manager	\$113.74	\$100.59
Senior Information Technology Task Manager	\$107.72	\$95.30
IT Task Manager	\$95.75	\$84.72
Meetings & Graphics Task Manager	\$101.75	\$90.01
Programming & Statistical Analysis Task Manager	\$86.48	\$76.48
Data Management Task Manager	\$65.87	\$58.25
Biostatistician III	\$124.48	\$110.12
Biostatistician II	\$77.79	\$68.83
Biostatistician I	\$59.40	\$52.54
Computer Programmer III	\$86.48	\$76.48
Computer Programmer II	\$75.98	\$67.22
Computer Programmer I	\$51.30	\$45.38
Computer/Statistical Assistant IV	\$68.74	\$60.81
Computer/Statistical Assistant III	\$53.90	\$47.67
Computer/Statistical Assistant II	\$38.10	\$33.72
Computer/Statistical Assistant I	\$30.46	\$26.96
Data Analyst III	\$86.48	\$76.48
Data Analyst II	\$67.49	\$59.70
Data Analyst I	\$51.30	\$45.38

**General Purpose Commercial Information Technology Equipment, Software, and Services—Schedule 70 Labor Rates**

<b>Information Technology Services</b> Consolidated Contract SINs: C D302, C D306, C D308, C D399 Schedule 70 SINs: 132-32, 132-33, 132-34, 132-51, and 132-52— <b>Systems Analysis and Design, Systems Development and Programming</b>		
<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
Data Entry Operator II	\$37.38	\$33.06
Data Entry Operator I	\$32.93	\$29.12
Graphics Specialist IV	\$66.03	\$58.41
Graphic Specialist III	\$49.49	\$43.79
Graphics Specialist II	\$46.20	\$40.87
Graphics Specialist I	\$38.12	\$33.73
Meeting Support Technician III	\$53.90	\$47.67
Meeting Support Technician II	\$37.38	\$33.06
Meeting Support Technician I	\$29.64	\$26.22
Network Specialist III	\$107.72	\$95.30
Public Health Analyst IV	\$113.74	\$100.59
Public Health Analyst III	\$77.79	\$68.83
Public Health Analyst II	\$65.87	\$58.25
Public Health Analyst I	\$59.40	\$52.54
Scientific Data Manager III	\$77.79	\$68.83
Scientific Data Manager II	\$65.87	\$58.25
Scientific Data Manager I	\$59.40	\$52.54
System Analyst III	\$106.89	\$94.58
System Analyst II	\$80.14	\$70.91
System Analyst I	\$71.36	\$63.12



**General Purpose Commercial Information Technology Equipment, Software, and Services—Schedule 70 Labor Rates**

<b>Information Technology Services</b> <b>Consolidated Contract SINs: C D302, C D306, C D308, C D399</b> <b>Schedule 70 SINs: 132-32, 132-33, 132-34, 132-51, and 132-52—</b> <b>Systems Analysis and Design, Systems Development and Programming</b>		
<b>Skill Category</b>	<b>NOVA Site Hourly Rate to Government</b>	<b>Client Site Hourly Rate to Government</b>
System Programmer III	\$88.82	\$78.58
System Programmer II	\$80.14	\$70.91
System Programmer I	\$65.35	\$57.82
Technical Information Specialist III	\$77.30	\$68.38
Technical Information Specialist II	\$60.35	\$53.38
Technical Information Specialist I	\$43.38	\$38.37

\*Per Original Contract, Rates Increased by 4% per year.

NOVA Research Company

GSA Labor Category Descriptions  
AIMS, MOBIS, IT Schedule 70

# NOVA Research Company

## **Advertising and Integrated Marketing Services (AIMS)**

**Consolidated Contract SINs: C R422, C R701, C R708**

**Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—**

***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Program Director/Deputy:** Organizes, directs and manages support services; obtains staff; serves as a liaison among contractor's corporate management, task managers and agency's/institute's contract and program officers; has ultimate responsibility for contractor resources and the accomplishment of all tasks assigned under the contract. Authorized to negotiate and make binding decisions on behalf of the company, including signatory authority. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work, supervising personnel and communicating policies, purposes, and goals to subordinates. Responsible for the overall contract. Masters Degree and at least 15 years of demonstrated successful government contract management and performance experience.

**Project Manager:** Serves as manager for large, complex programs with centralized, multiple task order support requirements. Manages substantial market research and analysis, survey research and analysis, web site design and development, meetings and conferences, and writing/editing services contract support operations. Organizes, directs, and coordinates planning and production of all contractor's services support activities. Demonstrated experience for oral and written communications with all levels of management for planning and control of projects. Interfaces with agency management personnel, agency other contractors staffs, and other cognizant agency officials. Capable of meeting in conference with agency program managers and stating problems in a form capable of being solved. Formulates and reviews project plans, determines cost, and ensures conformance to work standards. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work, supervising contractor personnel and communicating policies, purposes, and goals of the task(s) to subordinates. Assigns, schedules, and reviews work of subordinates. Able to evaluate proposed task order requirements and activities to determine technical feasibility with government specified technologies, costs for implementation and operation, as well as functional adequacy. Demonstrated ability to manage a team composed of market researchers, interviewers, analysts, survey developers, web designers and application developers, meetings managers and other technical specialists in developing and implementing a broad variety of programmatic components. Masters Degree and at least 10 years of government contract management and performance experience.

**Senior General Task Manager:** Serves as task manager for large or small, single task orders and assists the Project Manager in working with government personnel. Tasks managed usually involves multiple varied components (e.g., market research and data analysis, survey design and conduct, quantitative data statistical analysis; and meetings support). Under general guidance of the Project Manager, is responsible for the overall management of a specific task order and ensuring that the technical requirements and schedules in the task order are being fully supported in a timely manner. Manages and controls substantial personnel, materials and supplies, subcontractors and/or consultants necessary to successful task order performance and directs operational support for assigned task. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all the contractor's services support activities. Assigns, schedules, and reviews work of subordinates. Plans, directs, controls, schedules, coordinates, and organizes utilization and management of tasks. This includes data/materials security, both physical and software systems, monitoring of resources usage, and recommending methods for more efficient utilization. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and ensures preparation of task progress reports and documentation. Interfaces with agency management and technical staffs. Masters Degree and at least 10 years of government contract performance experience.

# NOVA Research Company

## **Advertising and Integrated Marketing Services (AIMS)**

**Consolidated Contract SINs: C R422, C R701, C R708**

**Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—**

***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Senior Advertising Manager**— Serves as manager for large or small advertising task orders. The Senior Advertising Manager is responsible for planning, coordinating and implementing client programs and activities, and ensuring that all programs are strategically on target with clients' business objectives. The Senior Advertising Manager plays a key role in all contract activities including special events, media relations, program implementation, etc. The Senior Advertising Manager coordinates team resources and fully utilizes corporate resources to create the "best teams" for clients. The Senior Advertising Manager is responsible for developing and monitoring program plans and budgets, and reporting status to client and agency management on a regular basis. Masters Degree and at least 10 years of government contract performance experience.

**Senior Public Relations Manager**— Serves as manager for large or small public relations task orders. The Senior Public Relations Manager is responsible for planning, coordinating and implementing client programs and activities, and ensuring that all programs are strategically on target with clients' business objectives. The Senior Public Relations Manager plays a key role in all contract activities including media outreach, preparation of materials, press conferences and all associated media activities. The Senior Public Relations Manager coordinates team resources and fully utilizes corporate resources to create the "best teams" for clients. The Senior Public Relations Manager is responsible for developing and monitoring program plans and budgets, and reporting status to client and agency management on a regular basis. Masters Degree and at least 10 years of government contract performance experience.

**Scientific Writing Task Manager:** Serves as manager for large or small, scientific writing task orders and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for the overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned writers, editors, proofreaders, and technical information specialist contract staff. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all personnel support activities. Assigns, schedules, and reviews work of subordinates. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Masters Degree in English, journalism, or related discipline and at least 10 years of government scientific writing contract performance experience.

**Senior Market Research Task Manager:** Serves as manager for large or small, market research and data analysis task orders and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for the overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned market research specialists, interview designer, interview developers, interviewers, market research analysts, technical information specialists, and other participating contract staff. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all personnel support activities. Assigns, schedules, and reviews work of subordinates. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Masters Degree in business, preferably marketing, or other market research related disciplines and at least 15 years of market research contract performance experience.

# NOVA Research Company

## **Advertising and Integrated Marketing Services (AIMS)**

**Consolidated Contract SINs: C R422, C R701, C R708**

**Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—**

***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Market Research Task Manager:** Serves as manager for small, market research task orders and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for the overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned market research specialists, interview developers, interviewers, and other participating contract staff. Organizes, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of personnel support activities. Assigns, schedules, and reviews work of subordinates. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Bachelor's Degree in business, preferably marketing, or other business related disciplines and at least 10 years of market research contract performance experience.

**Advertising Manager—** Serves as manager for large or small advertising task orders. The Advertising Manager performs a wide range of duties including development of client programs, strategic planning, and staff development. The Advertising Manager may be responsible for more than one client (depending on size) and provides strategic guidance to clients on an ongoing basis, and anticipates and addresses clients' needs. The Advertising Manager troubleshoots client's problems as they arise, but seeks senior management input whenever appropriate. The Advertising Manager promotes public awareness of an agency's mission and initiatives, enables public understanding of complex technical and social issues, disseminates information to industry and consumer advocacy groups and engages in recruitment campaigns. The Advertising Manager assists with determining advertising objectives, message decision/creation, media selection, outdoor marketing decisions, broadcast media (radio, TV, PSAs), direct mail programs, media placement services, and evaluation of all advertising strategies. Master's Degree in business, preferably advertising or marketing, or other business related disciplines and at least 5 years of advertising and marketing contract performance experience.

**Public Relations Manager—** Serves as manager for large or small public relations task orders and assists the Project Manager in working with government personnel. The Public Relations Manager directs specialist staff in conducting customized media and public relation services such as the development of media messages and strategies; providing recommendations of media sources for placement of campaigns; preparing media materials such as: background materials, press releases, speeches and presentations and press kits. The Public Relations Manager also directs support and conduct of media programs, directs and conducts press conferences, oversees scheduling of broadcast and/or print interviews, handles crisis communications, manages media training, provides media alerts, and oversees press clipping services. Master's Degree in business, preferably public relations or marketing, or other communications related disciplines and at least 5 years of public relations and marketing contract performance experience.

# NOVA Research Company

## **Advertising and Integrated Marketing Services (AIMS)**

**Consolidated Contract SINs: C R422, C R701, C R708**

**Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—**

***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Technical Information Task Manager:** Serves as manager for large or small, technical information task orders and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for the overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned technical information specialists, abstractors, writers, editors, and proofreader contract staff. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all personnel support activities. Assigns, schedules, and reviews work of subordinates. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Masters Degree in library science, English, journalism, or related discipline and at least 5 years of government technical information contract performance experience..

**Meetings Logistics Task Manager:** Serves as manager for large or small meetings, conferences, or other similar event task orders and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned meeting managers, meeting assistants, A/V technicians, graphic artists, writers, and related support services contract staff. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all personnel support activities. Assigns, schedules, and reviews work of subordinates. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Bachelor's Degree and at least 10 years of government meetings and conferences logistics contract performance experience.

**Graphic Arts Task Manager:** Serves as manager for large or small primarily graphic arts task orders and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for the overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned graphic arts contract staff. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all personnel support activities. Assigns, schedules, and reviews work of subordinates. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Bachelor's Degree in fine arts, computer graphics, or related discipline and at least 10 years of government graphic arts contract experience.

# NOVA Research Company

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***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Data Management Task Manager:** Serves as manager for large or small, data management task orders and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for the overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned interview designers, interview developers, interviewers, data analysts, and data management specialists. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all personnel support activities. Assigns, schedules, and reviews work of subordinates. Plans, directs, controls, schedules, coordinates, and organizes utilization and management of task resources. This includes data/hardware security, both physical and software systems, monitoring of resources usage, and recommending methods for more efficient utilization. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Bachelor's Degree and at least 10 years of government survey research and data management contract performance experience.

**Senior Market Researcher II:** Develops, revises, and reviews customized strategic marketing plans, works with agency management to formulate short and long-range goals to increase public awareness of services, products, publications, and issues. In collaboration with agency staff, identifies target audiences, establishes measurable marketing/distribution objectives, determines market trends, identifies objectives and strategies and recommends tactics to meet objectives. Works with agency personnel to design qualitative and quantitative market surveys and/or knowledge, behavior, and attitude surveys to obtain market baseline and follow-up data. Directs contractor staff in design and development of surveys, marketing announcements, conduct of focus groups, conduct of interviews, and analysis of market and interview data. Provides interpretations, discussion and conclusions based on marketing survey analyses and other forms of market information collection and analysis. Master Degree in business or marketing field with at least 15 years of experience working with business organizations in developing strategic marketing plans, developing and implementing market penetration improvement processes and procedures, and conducting market needs assessments accompanied by documentation of needs and development of strategic and action recommendations. At last 10 years experience supervising lower-level market research specialists.

**Senior Market Researcher I:** Develops, revises, and reviews customized strategic marketing plans, works with agency management to formulate short and long-range goals to increase public awareness of services, products, publications, and issues. In collaboration with agency staff, identifies target audiences, establishes measurable marketing/distribution objectives, determines market trends, identifies objectives and strategies and recommends tactics to meet objectives. Works with agency personnel to design qualitative and quantitative market surveys and/or knowledge, behavior, and attitude surveys to obtain market baseline and follow-up data. Directs contractor staff in design and development of surveys, marketing announcements, conduct of focus groups, conduct of interviews, and analysis of market and interview data. Provides interpretations, discussion and conclusions based on marketing survey analyses and other forms of market information collection and analysis. Master Degree in business or marketing field with at least 10 years of experience working with business organizations in developing strategic marketing plans, developing and implementing market penetration improvement processes and procedures, and conducting market needs assessments accompanied by documentation of needs and development of strategic and action recommendations. At last 5 years experience supervising lower-level market research specialists.



# NOVA Research Company

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***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Market Researcher III:** Assists Senior Market Researcher in identifying market trends and gaps in marketing information and materials. Assists in preparation of marketing/distribution plans based on established marketing objectives and strategies. Assists in developing marketing tactics to meet objectives. Carries out marketing tactics including assisting in design and development of survey instruments, testing of survey instruments, market research through literature reviews, conduct of focus groups, and compiling/analyzing results of marketing tactics. Bachelor Degree in business or marketing field, with at least 10 years of experience working with business organizations assisting in developing strategic marketing plans, developing and implementing market penetration improvement processes and procedures, and conducting market needs assessments accompanied by documentation of needs.

**Market Researcher II:** Assists Senior Market Researcher in identifying market trends and gaps in marketing information and materials. Assist in preparation of marketing/distribution plans based on established marketing objectives and strategies. Assists in developing marketing tactics to meet objectives. Carries out marketing tactics including assisting in design and development of survey instruments, testing of survey instruments, market research through literature reviews, conduct of focus groups, and compiling/analyzing results of marketing tactics. Bachelor Degree in business or marketing field, with at least 5 years of experience working with business organizations assisting in developing strategic marketing plans, developing and implementing market penetration improvement processes and procedures, and conducting market needs assessments accompanied by documentation of needs.

**Market Researcher I:** Assists Senior Market Researcher in identifying market trends and gaps in marketing information and materials. Assist in preparation of marketing/distribution plans based on established marketing objectives and strategies. Assists in developing marketing tactics to meet objectives. Carries out marketing tactics including assisting in design and development of survey instruments, testing of survey instruments, market research through literature reviews, conduct of focus groups, and compiling/analyzing results of marketing tactics. Bachelor Degree in business or marketing field, with some basic experience working with business organizations assisting in developing strategic marketing plans, developing and implementing market penetration improvement processes and procedures, and conducting market needs assessments accompanied by documentation of needs.

**Market Research Interviewer III:** Assists in the design, development, testing, and implementation of qualitative or quantitative survey instruments, conducts market research using focus groups, telephone interviews, or face-to-face interviews using various forms of interview administration (paper & pencil, computer-assisted personal interviews, computer-assisted telephone interviews, and computer-administered self interviews). Manages collected data ensuring transmission to central data management center. Records interview process information (e.g., date, time, and location of interview). Bachelor Degree, preferable in marketing or business-related discipline and at least 10 years of market research survey instrument data administration accompanied by significant data management experience.

**Market Research Interviewer II:** Using prepared qualitative or quantitative survey instruments, conducts market research using focus groups, telephone interviews, or face-to-face interviews using various forms of interview administration (paper & pencil, computer-assisted personal interviews, computer-assisted telephone interviews, and computer-administered self interviews). Manages collected data ensuring transmission to central data management center. Records interview process information (e.g., date, time, and location of interview). Assist in preparation, and testing of interviews before implementation. Bachelor Degree, preferable in marketing or business-related discipline and at least 5 year of market research survey instrument data administration accompanied by some data management experience.



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## **Advertising and Integrated Marketing Services (AIMS)**

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***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Market Research Interviewer I:** Using prepared qualitative or quantitative survey instruments, conducts market research assisting with focus groups and conducting telephone interviews, or face-to-face interviews using various forms of interview administration (paper & pencil, computer-assisted personal interviews, computer-assisted telephone interviews, and computer-administered self interviews). Assists in managing collected data, ensuring transmission to central data management center. Records interview process information (e.g., date, time, and location of interview). Assist in testing of interviews before implementation. Bachelor Degree, preferable in marketing or business-related discipline and at least 1 year of market research survey instrument data administration accompanied by some data management experience.

**Senior Market Research Analyst III:** Specializes in the application of statistics and computer technology to market research, communications research, and other selected forms of survey studies/research conducted and/or supported by the agency. Is expert in use of computerized market survey, data management and data cleaning procedures. Requires thorough knowledge and use of statistical software packages such as SAS, BMDP, or SPSS. Assists in development of survey instruments, determines sample size for statistically-significant results, oversees and assists in data cleaning, conducts statistical analysis of collected survey data. Based on statistical analyses, develops survey findings and conclusions. Analyzes baseline and follow-up data for changes in knowledge, attitude and behavior based on survey data results, assists Senior Market Researcher in developing recommendations for strategies and tactics to improve market penetration or to increase changes in knowledge, attitudes or behaviors of target audience. Master Degree in marketing research or a survey science discipline, and at least 10 years of large-scale, complex, multi-site market survey administration, data management, survey data statistical analysis, and preparing findings and conclusions presentations and publications experience. Experienced in administration of in-depth interviews and focus groups and analysis of quantitative and qualitative data. At last 10 years experience supervising lower-level market research specialists.

**Senior Market Research Analyst II:** Specializes in the application of statistics and computer technology to market research, communications research, and other selected forms of survey studies/research conducted and/or supported by the agency. Is experienced in use of computerized market surveys, data management and data cleaning procedures. Requires thorough knowledge and use of statistical software packages such as SAS, BMDP, or SPSS. Assists in development of survey instruments, determines sample size for statistically-significant results, assists in data cleaning, conducts statistical analysis of collected survey data. Based on statistical analyses, develops survey findings and conclusions. Analyzes baseline and follow-up data for changes in knowledge, attitude and behavior based on survey data results, assists Senior Market Researcher in developing recommendations for strategies and tactics to improve market penetration or to increase changes in knowledge, attitudes or behaviors of target audience. Master Degree in marketing research or a survey science discipline, and at least 5 years of experience or Bachelor's Degree and at least 7 years of experience in large-scale, complex, multi-site market survey administration, data management, survey data statistical analysis, and preparing findings and conclusions presentations and publications experience. Experienced in administration of in-depth interviews and focus groups and analysis of quantitative and qualitative data. At last 5 years experience supervising lower-level market research specialists.

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***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Senior Market Research Analyst I:** Specializes in the application of statistics and computer technology to market research, communications research, and other selected forms of survey studies/research conducted and/or supported by the agency. Is experienced in use of computerized market survey, data management and data cleaning procedures. Requires thorough knowledge and use of statistical software packages such as SAS, BMDP, or SPSS. Assists in development of survey instruments, determines sample size for statistically-significant results, assists in data cleaning, conducts statistical analysis of collected survey data. Based on statistical analyses, develops survey findings and conclusions. Analyzes baseline and follow-up data for changes in knowledge, attitude and behavior based on survey data results, assists Senior Market Researcher in developing recommendations for strategies and tactics to improve market penetration or to increase changes in knowledge, attitudes or behaviors of target audience. Master Degree in marketing research or a survey science discipline, and at least 3 years experience or Bachelor's Degree and at least 5 years of large-scale, complex, multi-site market survey administration, data management, survey data statistical analysis, and preparing findings and conclusions presentations and publications experience. Experienced in administration or in-depth interviews and focus groups and analysis of data. At last 2 years experience supervising lower-level market research specialists.

**Market Research Analyst III:** Specializes in the application of statistics and computer technology to market research, communications research, and other selected forms of survey studies/research conducted and/or supported by the agency. Knowledgeable in use of computerized market survey, data management and data cleaning procedures. Basic knowledge and use of statistical software packages such as SAS, BMDP, or SPSS. Assists in development and testing of survey instruments, data cleaning, conducts basic descriptive statistical analysis of collected survey data. Conducts basic descriptive analyses of baseline and follow-up data for changes in knowledge, attitude and behavior based on survey data results. Bachelor Degree in marketing research or a survey science discipline, and at least 10 year of market survey administration, data management, and survey data statistical analysis. Some experience in administration of in-depth interviews and focus groups and analysis of associated data.

**Market Research Analyst II:** Specializes in the application of statistics and computer technology to public health research, health communications research, epidemiological research, prevention research, and other selected forms of scientific survey studies/research conducted and/or supported by the agency. Knowledgeable in use of computerized market survey, data management and data cleaning procedures. Basic knowledge and use of statistical software packages such as SAS, BMDP, or SPSS. Assists in development of survey instruments, data cleaning, conducts basic descriptive statistical analysis of collected survey data. Conducts basic descriptive analyses of baseline and follow-up data for changes in knowledge, attitude and behavior based on survey data results. Bachelor Degree in marketing research or a survey science discipline, and at least 5 year of market survey administration, data management, and survey data statistical analysis. Some experience in administration of in-depth interviews and focus groups and analysis of associated data.

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***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Market Research Analyst I:** Specializes in the application of statistics and computer technology to market research, communications research, and other selected forms of survey studies/research conducted and/or supported by the agency. Some basic knowledge and experience in use of computerized market survey, data management and data cleaning procedures. Basic knowledge and use of at least one statistical software packages such as SAS, BMDP, or SPSS. Assists in development of survey instruments, data cleaning, conducts basic descriptive statistical analysis of collected survey data. Conducts basic descriptive analyses of baseline and follow-up data for changes in knowledge, attitude and behavior based on survey data results. Bachelor Degree in marketing research or a survey science discipline, and at least 1 year of market survey administration, data management, and survey data statistical analysis. Some experience in administration of in-depth interviews and focus groups and analysis of associated data.

**Advertising Specialist III—** Expert in multimedia advertising and performs a wide range of duties including development of client advertising campaigns and programs. The Advertising Specialist III troubleshoots client's problems as they arise, but seeks senior management input whenever appropriate. The Advertising Specialist III designs and implements programs to promote public awareness of an agency's mission and initiatives, enables public understanding of complex technical and social issues, disseminates information to industry and consumer advocacy groups and engages in recruitment campaigns. The Advertising Specialist III assists with determining advertising objectives, message decision/creation, media selection, outdoor marketing decisions, broadcast media (radio, TV, PSAs), direct mail programs, media placement services, and evaluation of all advertising strategies. Bachelor's Degree in business, preferably advertising or marketing, or other business related disciplines and at least 10 years of advertising and marketing contract performance experience.

**Advertising Specialist II—** Experienced in multimedia advertising and performs a wide range of duties including development of client advertising campaigns and programs under direction of an Advertising Manager. The Advertising Specialist II helps to troubleshoot client's problems as they arise, but seeks management input whenever appropriate. The Advertising Specialist II assists in design and implementation of programs to promote public awareness of an agency's mission and initiatives, assists in enabling public understanding of complex technical and social issues, assists in disseminating information to industry and consumer advocacy groups and assists in recruitment campaigns. The Advertising Specialist II assists with determining advertising objectives, message decision/creation, media selection, outdoor marketing decisions, broadcast media (radio, TV, PSAs), direct mail programs, media placement services, and evaluation of all advertising strategies under overall direction of an Advertising Manager. Bachelor's Degree in business, preferably advertising or marketing, or other business related disciplines and at least 5 years of advertising and marketing contract performance experience.

# NOVA Research Company

## **Advertising and Integrated Marketing Services (AIMS)**

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***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Advertising Specialist I**— Experienced in multimedia advertising and assists in performing a range of duties that may include development of client advertising campaigns and programs under direction of an Advertising Manager. The Advertising Specialist I helps to troubleshoot client's problems as they arise under direct supervision of an Advertising Manager. The Advertising Specialist I assists in design and implementation of programs to promote public awareness of an agency's mission and initiatives, assists in enabling public understanding of complex technical and social issues, assists in disseminating information to industry and consumer advocacy groups and assists in recruitment campaigns. The Advertising Specialist I assists with determining advertising objectives, message decision/creation, media selection, outdoor marketing decisions, broadcast media (radio, TV, PSAs), direct mail programs, media placement services, and evaluation of all advertising strategies under overall direction of an Advertising Manager. Bachelor's Degree in business, preferably advertising or marketing, or other business related disciplines and at least 2 years of advertising and marketing contract performance experience.

**Public Relations Specialist III**— Expert in designing and conducting large or small public relations task orders and assists the Public Relations Manager in working with government personnel. The Public Relations Specialist III conducts customized media and public relation services such as the development of media messages and strategies; providing recommendations of media sources for placement of campaigns; preparing media materials such as: background materials, press releases, speeches and presentations and press kits, but seeks management input whenever appropriate. The Public Relations Specialist III also supports conduct of media programs, supports conduct of press conferences, schedules broadcast and/or print interviews, handles crisis communications, provides client media training, provides media alerts, and performs press clipping services. Bachelor's Degree in business, preferably public relations or marketing, or other communications related disciplines and at least 10 years of public relations and marketing contract performance experience.

**Public Relations Specialist II**— Experienced in designing and conducting public relations task orders and assists the Public Relations Manager in working with government personnel. The Public Relations Specialist II assists in conduct of customized media and public relation services such as development of media messages and strategies; assists in providing recommendations of media sources for placement of campaigns; assists in preparing media materials such as: background materials, press releases, speeches and presentations and press kits, and seeks management input whenever appropriate. The Public Relations Specialist II also assists in supporting conduct of media programs, support of conduct of press conferences, schedules broadcast and/or print interviews, assists in handling crisis communications, assists in providing client media training, and performs press clipping services. Bachelor's Degree in business, preferably public relations or marketing, or other communications related disciplines and at least 5 years of public relations and marketing contract performance experience.

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***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Public Relations Specialist I**—The Public Relations Specialist I assists in conduct of customized media and public relation services such as development of media messages and strategies; assists in providing recommendations of media sources for placement of campaigns; assists in preparing media materials such as: background materials, press releases, speeches and presentations and press kits, all under direct supervision of a Public Relations Manager. The Public Relations Specialist I also assists in supporting conduct of media programs, support of conduct of press conferences, schedules broadcast and/or print interviews, assists in providing client media training, and performs press clipping services. Bachelor's Degree in business, preferably public relations or marketing, or other communications related disciplines and at least 2 years of public relations and marketing contract performance experience.

**Interview Developer III:** Expert in NOVA's Questionnaire Development System (QDS™) modules for specification and building of questionnaires. Works closely with Market Researchers to convert interview objectives and specifications into a variety of forms for interview administration, including pencil/paper, CAPI, CATI, CASI and PDA handheld. Tests developed questionnaires for properly functioning consistency checks, range checks, skip patterns. Reviews developed interview instruments for accurate data recording. Assists in data management. Trains interviewers in conduct of interviewing process. Masters Degree in survey discipline and at least 10 years experience in programming and scripting survey instrument specifications into questionnaires. Experienced in developing and administering surveys in all modes of administration, testing completed questionnaires, and conducting interviews. Experienced in multi-site data management processes and procedures and survey instrument documentation.

**Interview Developer II:** Expert in NOVA's Questionnaire Development System (QDS™) modules for specification and building of questionnaires. Works closely with Market Researchers to convert interview objectives and specifications into a variety of forms for interview administration, including pencil/paper, CAPI, CATI, CASI and PDA handheld. Tests developed questionnaires for properly functioning consistency checks, range checks, skip patterns. Reviews developed interview instruments for accurate data recording. Assists in data management. Trains interviewers in conduct of interviewing process. Masters Degree in survey discipline and at least 5 years experience or Bachelor's Degree and at least 8 years of experience in programming and scripting survey instrument specifications into questionnaires. Experienced in developing and administering surveys in all modes of administration, testing completed questionnaires, and conducting interviews. Experienced in multi-site data management processes and procedures and survey instrument documentation..

**Interview Developer I:** Some experience in using NOVA's Questionnaire Development System (QDS™) modules for specification and building of questionnaires. Works closely with Market Researchers to convert interview objectives and specifications into a specified mode of administration. Tests developed questionnaire for properly functioning consistency checks, range checks, skip patterns. Reviews developed interview instruments for accurate data recording. Assists in data management. Assists in training interviewers in conduct of interviewing process. Bachelor's Degree and at least 4 years experience in programming and scripting survey instrument specifications into questionnaires. Experienced in developing and administering surveys in various modes of administration, testing completed questionnaires, and conducting interviews. Some experience in multi-site data management processes and procedures and survey instrument documentation.



# NOVA Research Company

## **Advertising and Integrated Marketing Services (AIMS)**

**Consolidated Contract SINs: C R422, C R701, C R708**

**Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—**

***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Interviewer III:** Using prepared quantitative survey instruments, conducts market research using telephone interviews or face-to-face interviews using various forms of interview administration (paper & pencil, computer-assisted personal interviews, computer-assisted telephone interviews, and computer-administered self interviews). Manages collected data ensuring transmission to central data management center. Records interview process information (e.g., date, time, and location of interview). Assist in design, preparation, and testing of interviews before implementation. Bachelor's Degree and at least 10 year of survey instrument data administration accompanied by some data management experience.

**Interviewer II:** Using prepared qualitative or quantitative survey instruments, conducts market research using focus groups, telephone interviews, or face-to-face interviews. Manages collected data ensuring transmission to central data management center. Records interview process information (e.g., date, time, and location of interview). Assist in preparation and testing of interviews before implementation. Associate of Arts Degree and at least 5 year of survey instrument data administration accompanied by some data management experience.

**Interviewer I:** Using prepared qualitative or quantitative survey instruments, conducts market research using telephone interviews or face-to-face interviews. Assists in managing collected data ensuring transmission to central data management center. Records interview process information (e.g., date, time, and location of interview). Assists in preparation and testing of interviews before implementation. Associate of Arts Degree and at least 1 year of interview administration experience.

**Technical Information Specialist III-**Performs work concerned with analyzing, summarizing, and coding the intellectual content of market research and public opinion research or other specialized information related to conducting market research and developing findings and conclusions, including acquisition, analysis of subject content of the documents acquired, indexing and preparation of abstracts or extracts. Develops thesauri, list of descriptions, subject heading lists, etc. Analyzes questions from users and performs literature searches; prepares replies in the form of documents, bibliographies, or specific answers to query. Directs, administers, or coordinates technical information services related to market research and public opinion services. Work may include the special techniques, methods, and devices of a semi- or fully-automated documentation system. Masters Degree, preferable in Library Science or related discipline and at least 10 years of experience conducting literature searches, preparing abstracts, and coding published literature.

**Technical Information Specialist II-** Performs work concerned with analyzing, summarizing, and coding the intellectual content of market research and public opinion research or other specialized information related to conducting market research and developing findings and conclusions, including acquisition, analysis of subject content of the documents acquired, indexing and preparation of abstracts or extracts. Develops thesauri, list of descriptions, subject heading lists, etc. Analyzes questions from users and performs literature searches; prepares replies in the form of documents, bibliographies, or specific answers to query. Directs, administers, or coordinates technical information services related to market research and public opinion services. Work may include the special techniques, methods, and devices of a semi- or fully-automated documentation system. Bachelors Degree, preferable in Library Science or related discipline and at least 5 years of experience conducting literature searches, preparing abstracts, and coding published literature.

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**Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services**

## **Labor Position Descriptions**

**Technical Information Specialist I** Assists in analyzing, summarizing, and coding intellectual content of market research and public opinion research or other specialized information related to conducting market research and developing findings and conclusions, including acquisition, indexing and preparation of abstracts or extracts. Assists in developing thesauri, list of descriptions, subject heading lists, etc. Assists in performing literature searches; prepares replies in the form of documents, bibliographies, or specific answers to query. Assists in coordinating technical information services related to market research and public opinion services. Bachelors Degree and at least 1 year of experience conducting literature searches, preparing abstracts, and coding published literature.

**Computer/Statistical Assistant IV**-Prepares, creates designs, develops, and maintains spreadsheets, reports, and records. Develops presentation quality charts and graphs. Maintains inventory of hardware/software. Assists with setting up spreadsheets including entering column and row titles, defining cell formats, etc. Operates automated word processing, spreadsheet, and database computer applications to record and store survey, statistical, and textual information for immediate or future revision, insertions, deletions and subsequent reproduction of reports and documents. Using rough drafts or printed copy as a source document, uses independent judgement to key in specific commands to automated word processing system to achieve required formats of textual material including paging, indentation, spacing, selection of character fonts, and insertions of heading. Using draft copies of a manuscript, may also assist in proofreading and correction of syntactical and grammatical errors. Performs scanning operations including setup, managing, indexing and marking. Bachelor's Degree and at least 5 year of computer/statistical analysis assistance and some data management experience.

**Computer/Statistical Assistant III**-Prepares, develops, and maintains spreadsheets, reports, and records. Develops presentation quality charts and graphs. Maintains inventory of hardware/software. Assists with setting up spreadsheets including entering column and row titles, defining cell formats, etc. Operates automated word processing, spreadsheet, and database computer applications to record and store survey, statistical, technical, and textual information for immediate or future revision, insertions, deletions and subsequent reproduction of reports and documents. Using drafts or printed copy as a source document, keys in specific commands to automated word processing system to achieve required formats of textual material including paging, indentation, spacing, selection of character fonts, and insertions of heading. Using draft copies of a manuscript, assist in proofreading and corrections of syntactical and grammatical errors. Performs scanning operations including setup, managing, indexing and marking. Bachelor's Degree and at least 2 years of experience or Associate of Arts Degree and at least 5 year of computer/statistical analysis assistance and some data management experience.

**Computer/Statistical Assistant II**-Maintains spreadsheets, reports, and records. Develops preliminary charts and graphs. Maintains inventory of hardware/software. Assists with setting up spreadsheets including entering column and row titles, defining cell formats, etc. Using drafts or printed copy as a source document, keys in specific commands to achieve required formats of textual material including paging, indentation, spacing, selection of character fonts, and insertions of heading. Using draft copies of a manuscript, assists in correction of syntactical and grammatical errors. Bachelors Degree and some experience or Associate of Arts Degree and at least 3 year of computer/statistical assistance experience.

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***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Computer/Statistical Assistant I-** Maintains spreadsheets, reports, and records. Develops preliminary charts and graphs. Maintains inventory of hardware/software. Assists with setting up spreadsheets including entering column and row titles, defining cell formats, etc. Using drafts or printed copy as a source document, keys in specific commands to achieve required formats of textual material including paging, indentation, spacing, selection of character fonts, and insertions of heading. Using draft copies of a manuscript, assists in correction of syntactical and grammatical errors. Associate of Arts Degree and at least 1 year of computer assistance experience.

**Web Site Designer III:** Primary point of contact with agency management for web-site development and/or enhancement. Works with agency staff to define web site objectives, content, target audience, and information presentation strategies. Creates primary web site design and site map including directing web site graphic artists in development of accompanying graphics/documents associated with the web site. Ensures that web site format is compatible with ordering agency's server software and presentation software requirements and meets all Federal web site usability and accessibility standards. Masters Degree and at least 8 years experience in design and development of a broad range of different types, forms, and content for government and commercial organization web sites. Experienced in applying Federal usability and accessibility standards for special populations.

**Web Site Designer II:** Primary point of contact with agency management for web-site development and/or enhancement. Works with agency staff to define web site objectives, content, target audience, and information presentation strategies. Creates primary web site design and site map including collaborating with web site graphic artists in development of accompanying graphics/documents associated with the web site. Ensures that web site format is compatible with ordering agency's server software and presentation software requirements and meets all Federal web site usability and accessibility standards. Bachelor Degree and at least 5 years experience in design and development of a broad range of different types, forms, and content for government and commercial organization web sites. Experienced in applying Federal usability and accessibility standards for special populations.

**Web Site Designer I:** Coordinates with agency web masters/designers in web-site development and/or enhancement. Works with agency staff to define and document web site objectives, content, target audience, and information presentation strategies. Assists in developing web site design and site map including working closely with web site graphic artists in development of graphics/documents associated with the web site. Assists agency web master in ensuring that web site format is compatible with agency's server software and presentation software requirements and meets Federal web site usability and accessibility standards. Bachelor Degree and at least 2 years experience assisting in implementation and enhancement of a range of different types, forms, and content for government and commercial organization web sites. Some experience in applying Federal usability and accessibility standards to special populations.

**Web Site Graphic Artist IV:** Uses skills in graphics design, document layout, and web site design in support of all of web-based projects. Expert user of a wide variety of desktop publishing, graphics, web page creation, and multimedia software applications, including Photoshop, QuarkXPress, PageMaker, Illustrator, FreeHand, MacroMedia Director, Painter, ColdFusion, PageMill, FrontPage, Premiere, PowerPoint, Excel, and Word. Bachelor's Degree in Fine Arts or Graphic Arts, and at least 10 years experience in graphics design and implementation for a broad range of different types, forms, and content for government and commercial organization web sites. Experienced in applying Federal usability and accessibility standards for special populations.



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***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Web Site Graphic Artist III:** Uses skills in graphics design, document layout, and web site design in support of all of web-based projects. Expert user of a wide variety of desktop publishing, graphics, web page creation, and multimedia software applications, including Photoshop, QuarkXPress, PageMaker, Illustrator, FreeHand, MacroMedia Director, Painter, ColdFusion, PageMill, FrontPage, Premiere, PowerPoint, Excel, and Word. Bachelor Degree in Fine Arts or Graphic Arts, and at least 6 years experience in graphics design and implementation for a broad range of different types, forms, and content for government and commercial organization web sites. Experienced in applying Federal usability and accessibility standards for special populations.

**Web Site Graphic Artist II:** Uses skills in graphics design, document layout, and web site design in support of web-based projects. Experienced user of a variety of desktop publishing, graphics, web page creation, and multimedia software applications, such as Photoshop, QuarkXPress, Illustrator, FreeHand, MacroMedia Director, FrontPage, PowerPoint, Excel, and Word. Bachelor Degree in Fine Arts or Graphic Arts, and at least 3 years experience in graphics design and implementation for at least several different types, forms, and content for government or commercial organization web sites. Understanding and some basic experience in applying Federal usability and accessibility standards for special populations.

**Web Site Graphic Artist I:** Uses skills in graphics design, document layout, and web site design to assist in supporting web-based projects. Some experience in a variety of desktop publishing, graphics, web page creation, and multimedia software applications. Bachelor Degree in Fine Arts or Graphic Arts, and at least 1 year experience assisting other web site graphic artists in graphics design and implementation for organization web sites. Basic understanding of Federal usability and accessibility standards for special populations.

**Web Database/Application Developer IV:** Provides specialized expertise in web-based programming to support development and expansion of web site applications. Designs, implements, and builds web applications, such as a web-based database application used to track specific topic legislation laws and bills for all States and the U.S. Congress or on-line database applications that let users search for data based on specified search criteria. Masters Degree in Computer Science or a related field, and at least 10 years experience in conducting requirements analyses, 4GL programming and application development, database design and implementation, and demonstrated successful implementation for a broad range of different types, forms, and content government and commercial organization web sites. Expert in applying Federal usability and accessibility standards for special populations to web database applications.

**Web Database/Application Developer III:** Provides specialized expertise in web-based programming to support development and expansion of web site applications. Designs, implements, and builds web applications, such as a web-based database application used to track specific topic legislation laws and bills for all States and the U.S. Congress or on-line database applications that let users search for data based on specified search criteria. Bachelors Degree in Computer Science or a related field, and at least 10 years experience in conducting requirements analyses, 4GL programming and application development, database design and implementation, and demonstrated successful implementation for a broad range of different types, forms, and content government and commercial organization web sites. Expert in applying Federal usability and accessibility standards for special populations to web database applications.

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***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Web Database/Application Developer II:** Provides specialized expertise in web-based programming to support development and expansion of web site applications. Designs, implements, and builds web applications, such as a web-based database application used to track specific materials or on-line database applications that let users search for data based on specified search criteria. Bachelor Degree in Computer Science or a related field, and at least 5 years experience in conducting requirements analyses, 4GL programming and application development, database design and implementation, and demonstrated successful implementation for a range of different types, forms, and content government or commercial organization web sites. Experienced in applying Federal usability and accessibility standards for special populations to web database applications.

**Web Database/Application Developer I:** Assists in providing specialized expertise in web-based programming to support development and expansion of web site applications. Assists in designing and building web applications and on-line database applications. Bachelor Degree in Computer Science or a related field, and at least 1 year experience in 4GL programming and web application development, database implementation, and demonstrated successful implementation for several government or commercial organization web sites. Basic understanding of Federal usability and accessibility standards for special populations.

**Web Site Specialist/Web Master III:** Provides support for web site design and installation, configuration, and maintenance of web servers. Ensures and emphasizes clarity of organization, ease of navigation, aesthetic appeal, and compliance with agency/Federal usability and accessibility standards for special populations. Expert in effectively using hyperlinks, animation, and sound to enhance information appeal and dissemination. Responsible for upgrading web sites, creating and posting new web pages and interactive features, and maintaining and expanding associated online databases, bulletin boards and chat rooms. Experienced across a broad range of computer languages, platforms, and applications, including installation and administration of Windows NT Server, Microsoft Internet Information Server, and Netscape Enterprise Server; and creation of dynamic content using JavaScript, CGI, and MS Access databases. Bachelor Degree and at least 10 years experience in conducting requirement analyses and 4GL programming for web site implementation. At least 6 years experience in installation and maintenance of web servers supporting multiple web sites and in working with Internet service providers. Some knowledge and experience in database design and implementation, and demonstrated successful implementation, enhancement, and maintenance for a broad range of different types, forms, and content government and commercial organization web sites. Experienced in applying and testing Federal usability and accessibility standards for special populations.

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***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Web Site Specialist/Web Master II:** Provides support for web site design and installation, configuration, and maintenance of web servers. Ensures and emphasizes clarity of organization, ease of navigation, aesthetic appeal, and compliance with agency/Federal usability and accessibility standards for special populations. Experienced in effectively using hyperlinks, animation, and sound to enhance information appeal and dissemination. Responsible for upgrading web sites, creating new web pages and interactive features, and maintaining and expanding associated online databases, bulletin boards and chat rooms. Experienced across a range of computer languages, platforms, and applications, including installation and administration of Windows NT Server, Microsoft Internet Information Server, and Netscape Enterprise Server; and creation of dynamic content using JavaScript, CGI, and MS Access databases. Bachelor Degree and at least 5 years experience in conducting requirement analyses and 4GL programming for web site implementation. At least 3 years experience in installation and maintenance of web servers supporting multiple web sites and in working with Internet service providers. Some knowledge and experience in database design and implementation, and demonstrated successful implementation, enhancement, and maintenance for a broad range of different types, forms, and content government and commercial organization web sites. Experienced in applying and testing Federal usability and accessibility standards for special populations.

**Web Site Specialist/Web Master I:** Assists in supporting web site installation, configuration, and maintenance of web servers. Assists in ensuring clarity of organization, ease of navigation, aesthetic appeal, and compliance with agency/Federal usability and accessibility standards for special populations. Knows how to use hyperlinks, animation, and sound to enhance information appeal and dissemination. Assists with upgrading web sites, posting new web pages and interactive features, and maintaining and expanding online databases, bulletin boards and chat rooms. Some experience in a range of computer languages, platforms, and applications, including installation and administration of Windows NT Server and Netscape Enterprise Server. Some experience in creation of dynamic content using software such as JavaScript, CGI, and MS Access. Bachelor Degree and at least 1 year experience in 4GL programming for web site implementation. At least 1 year experience in installation and maintenance of web servers supporting multiple web sites and in working with Internet service providers. Some demonstrated successful enhancement and maintenance for organizational web sites. Understands Federal usability and accessibility standards for special populations.

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***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Meetings/Conference Manager III**-Oversees all aspects of meetings, conferences, and events planning and management, including site selection and contract negotiation; travel and lodging arrangements; correspondence with participants; registration and other onsite support; AV support, recording, and transcription; design, collection, development, and production of meeting materials; food service selection and coordination; and meeting follow-up. Acts as primary point of contact for day-to-day meeting/conference planning and logistics activities for agency-sponsored meetings/conferences. Attends planning meetings that take place for each meeting/conference. Supervises, coordinates and performs logistical support for each meeting/conference, including setting up and maintaining registration system, working with the agency meeting/conference officer to prepare and distribute logistical letters (such as letters of invitation and meeting notices) and distribute any other requested meeting/conference correspondence. Makes requested AV arrangements, as well as provides any travel or other logistical information to travelers and attendees. Supervises and coordinates production of all meeting materials and leads the onsite meeting/conference team in ensuring that all logistical arrangements proceed smoothly. Bachelor's Degree and at least 10 years experience in supporting all logistics for a broad range of different types and sizes of conferences, meetings, and exhibits. At least 5 years experience supervising lower-level meeting planners and meeting assistants.

**Meetings/Conference Manager II**-Oversees meetings and events planning and management, including site selection and contract negotiation; travel and lodging arrangements; correspondence with participants; registration and other onsite support; AV support, recording, and transcription; design, collection, development, and production of meeting materials; food service selection and coordination; and meeting follow-up. Acts as primary point of contact for day-to-day meeting/conference planning and logistics activities for agency-sponsored meetings/conferences. Attends planning meetings that take place for each meeting/conference. Coordinates and performs logistical support for each meeting/conference, including setting up and maintaining a registration system, working with the agency meeting/conference officer to prepare and distribute logistical letters (such as letters of invitation and meeting notices) and distribute any other requested meeting/conference correspondence. Makes requested AV arrangements, as well as provides any travel or other logistical information to travelers and attendees. Coordinates production of meeting materials and leads onsite meeting/conference team in ensuring that logistical arrangements proceed smoothly. Bachelor's Degree and at least 5 years experience in supporting logistics for a broad range of different types and sizes of conferences, meetings, and exhibits. At least 2 years experience supervising lower-level meeting planners and meeting assistants.

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**Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services**

## **Labor Position Descriptions**

**Meetings/Conference Manager I-**Oversees small meetings and events planning and management, including site selection; travel and lodging arrangements; correspondence with participants; registration and other onsite support; AV support, recording, and transcription; design, collection, development, and production of meeting materials; food service selection and coordination; and meeting follow-up. Acts as primary point of contact for day-to-day meeting planning and logistics activities for agency-sponsored meetings. Attends planning meetings that take place for each meeting. Coordinates and performs logistical support for each meeting, including working with the agency meeting officer to prepare and distribute logistical letters (such as letters of invitation and meeting notices) and distribute any other requested meeting correspondence. Make requested AV arrangements, as well as provides any travel or other logistical information to travelers and attendees. Supervises and coordinates production of meeting materials and leads onsite meeting team in ensuring that logistical arrangements proceed smoothly. Bachelor's Degree and at least 2 years experience in supporting logistics for a range of different types and sizes of meetings, and events. Some experience supervising lower-level meeting planners and meeting assistants.

**Meetings/Conference Assistant III-** Provides meeting and administrative support under Meeting/Conference Manager's direction. Duties may include: preparing and mailing meeting materials, assisting in arranging for transcription services, tracking hotel reservations and confirmations, providing assistance for special requests that require data entry. Support may also include using the Internet to identify potential meeting and lodging facilities and summarizing site recommendations (e.g., researching meeting facilities throughout the country on behalf of the agency); arranging travel support for participants; obtaining information on hotel meeting packages and AV services; coordinating rooming lists and parking arrangements with meeting facilities; arranging for ground transportation (shuttles, taxi services); researching local recording/transcription firms; preparing packets with maps and information on local restaurants and tourist sites; and providing onsite registration and administrative support. Bachelors Degree and at least 5 year experience supporting a variety of different types of logistics for a range of different types and sizes of conferences, meetings, and exhibits.

**Meetings/Conference Assistant II-** Provides meeting and administrative support under Meeting/Conference Manager's direction. Duties may include: preparing and mailing meeting materials, assisting in arranging for transcription services, tracking hotel reservations and confirmations, providing assistance for special requests that require data entry. Support may also include using the Internet to identify potential meeting and lodging facilities and summarizing site recommendations (e.g., researching meeting facilities throughout the country on behalf of the agency); arranging travel support for participants; obtaining information on hotel meeting packages and AV services; coordinating rooming lists and parking arrangements with meeting facilities; arranging for ground transportation (shuttles, taxi services); researching local recording/transcription firms; preparing packets with maps and information on local restaurants and tourist sites; and providing onsite registration and administrative support. Bachelors or Associate of Arts Degree and at least 3 year experience supporting a variety of different types of logistics for a range of different types and sizes of conferences, meetings, and exhibits.

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***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Meetings/Conference Assistant I-** Provides meeting and administrative support under Meeting/Conference Manager's direction. Duties may include: preparing and mailing meeting materials, tracking hotel reservations and confirmations, providing assistance for special requests that require data entry. Support may also include arranging travel support for participants; obtaining information on hotel meeting packages and AV services; arranging for ground transportation (shuttles, taxi services); assembling packets with maps and information on local restaurants and tourist sites; and providing onsite registration and administrative support. Associate of Arts Degree and at least 1 year experience supporting a variety of different types of logistics for conferences, meetings, and exhibits.

**A/V Technician II:** Arranges with meeting sites for A/V equipment, including table-top microphones and recording equipment, works closely with meeting assistant and meeting manager to obtain all participant A/V needs and agency A/V needs, participates in premeeting walk-throughs of AV equipment and its operation at the meeting site; receives advance copies of PowerPoint presentations, installs them on a laptop computer, and tests them, both at NOVA and at the meeting site; receives and installs last-minute presentations immediately prior to and during the meeting; and operates and provides troubleshooting support for AV equipment (laptop computers, LCD projectors, and slide projectors) during the meeting. Associate of Arts Degree or higher and at least 5 years experience supporting audio-visual needs for a broad variety of different types and sizes of conferences, meetings, and exhibits. Familiar with set-up and trouble-shooting of all forms of A/V equipment, including laptop connectivity for Internet access for presentations.

**A/V Technician I:** Arranges with meeting sites for A/V equipment, including table-top microphones and recording equipment, works closely with meeting assistant and meeting manager to obtain all participant A/V needs and agency A/V needs, participates in premeeting walk-throughs of the AV equipment and its operation at the meeting site; receives advance copies of PowerPoint presentations, installs them on a laptop computer, and tests them, both at NOVA and at the meeting site; receives and installs last-minute presentations immediately prior to and during the meeting; and operates and provides troubleshooting support for AV equipment (laptop computers, LCD projectors, and slide projectors) during the meeting. Associate of Arts Degree and at least 2 years experience supporting audio-visual needs for a variety of different types and sizes of conferences, meetings, and exhibits. Familiar with set-up and trouble-shooting of all forms of A/V equipment, including laptop connectivity for Internet access for presentations.

**Senior Graphic Artist IV:** Supervises team of graphic design professionals managing a range of day-to-day graphic arts activities to ensure production of high quality products. Also performs extensive hands-on work, designing specialty materials, developing slide shows, screen shows, multimedia presentations, meeting materials, poster presentations, and updating graphical information for web sites. Reviews, recommends, enhances, and creates charts, graphs, maps, diagrams, text, and illustrations so as to make their meaning clear and readily understandable to target audiences. Takes information and organizes, formats and produces it in a variety of media so that it is communicated effectively. Also a member of web site development team whose role is to redesign, develop, create, maintain, and recommend improvements that will make the web sites more effective in presenting information and recommends ways to make information more informative and accessible to Internet user. Bachelor Degree in Fine Arts or Graphic Arts and at least 15 years of manual and/or computer graphics design experience in a wide variety of informational materials with a broad array of computer graphics design applications, and production printing specifications experience. At least 10 years experience supervising lower-level graphic artists.



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***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Senior Graphic Artist III:** Supervises team of graphic design professionals managing a range of day-to-day graphic arts activities to ensure production of high quality products. Also performs extensive hands-on work, designing specialty materials, developing slide shows, screen shows, multimedia presentations, meeting materials, poster presentations, and updating graphical information for web sites. Reviews, recommends, enhances, and creates charts, graphs, maps, diagrams, text, and illustrations so as to make their meaning clear and readily understandable to target audiences. Takes information and organizes, formats and produces it in a variety of media so that it is communicated effectively. Also a member of web site development team whose role is to redesign, develop, create, maintain, and recommend improvements that will make the web sites more effective in presenting information and recommends ways to make information more informative and accessible to Internet user. Bachelor Degree in Fine Arts or Graphic Arts and at least 10 years of manual and/or computer graphics design experience in a wide variety of informational materials with a broad array of computer graphics design applications, and production printing specifications experience. At least 7 years experience supervising lower-level graphic artists.

**Senior Graphic Artist II:** Supervises one or more other graphic design professionals performing a range of day-to-day graphic arts activities to ensure production of high quality products. Also performs extensive hands-on work, designing specialty materials, developing slide shows, screen shows, multimedia presentations, meeting materials, poster presentations, and updating graphical information for web sites. Reviews, recommends, enhances, and creates charts, graphs, maps, diagrams, text, and illustrations so as to make their meaning clear and readily understandable to target audiences. Takes information and organizes, formats and produces it in a variety of media so that it is communicated effectively. Also a member of web site development team whose role is to redesign, develop, create, maintain, and recommend improvements that will make the web sites more effective in presenting information and recommends ways to make information more informative and accessible to Internet user. Bachelor Degree in Fine Arts or Graphic Arts and at least 7 years of manual and/or computer graphics design experience in a wide variety of informational materials with a broad array of computer graphics design applications, and production printing specifications experience. At least 3 years experience supervising lower-level graphic artists.

**Senior Graphic Artist I:** Supervises at least one other graphic design professional performing a range of day-to-day graphic arts activities to ensure production of high quality products. Also performs extensive hands-on work, designing specialty materials, developing slide shows, screen shows, multimedia presentations, meeting materials, poster presentations, and updating graphical information for web sites. Reviews, recommends, enhances, and creates charts, graphs, maps, diagrams, text, and illustrations so as to make their meaning clear and readily understandable to target audiences. Takes information and organizes, formats and produces it in a variety of media so that it is communicated effectively. Also a member of web site development team whose role is to redesign, develop, create, maintain, and recommend improvements that will make the web sites more effective in presenting information and recommends ways to make information more informative and accessible to Internet user. Bachelor Degree in Fine Arts or Graphic Arts and at least 5 years of manual and/or computer graphics design experience in a wide variety of informational materials with a broad array of computer graphics design applications, and production printing specifications experience. At least 1 years experience supervising lower-level graphic artists.

# NOVA Research Company

## **Advertising and Integrated Marketing Services (AIMS)**

**Consolidated Contract SINs: C R422, C R701, C R708**

**Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—**

***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Graphic Artist III:** Conceptualizes, designs, and develops a wide variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids. Designs other visuals such as logos, mastheads, and illustrations for articles in technical manuals, health journals, and other publications. Develops a system for scheduling and tracking requests for graphics/artwork to insure timely and efficient completion of all work products. Uses advanced desktop publishing, page layout, or typesetting software to design and develop high quality textual and graphic compositions to communicate complex technical information. Bachelor Degree in Fine Arts or Graphic Arts and at least 10 years of computer graphics design experience in a wide variety of informational materials with a broad range of computer graphics applications.

**Graphic Artist II:** Conceptualizes, designs, and develops a variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids. Designs other visuals such as logos, mastheads, and illustrations for articles in technical manuals, health journals, and other publications. Develops a system for scheduling and tracking requests for graphics/artwork to insure timely and efficient completion of all work products. Uses advanced desktop publishing, page layout, or typesetting software to design and develop high quality textual and graphic compositions to communicate complex technical information. Bachelor Degree in Fine Arts or Graphic Arts and at least 5 years of computer graphics design experience in a wide variety of informational materials with a broad range of computer graphics applications.

**Graphic Artist I:** Designs and develops a variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids. Assist in the design of other visuals such as logos, mastheads, and illustrations for articles in technical manuals, health journals, and other publications. Maintains systems for scheduling and tracking requests for graphics/artwork to insure timely and efficient completion of all work products. Uses desktop publishing, page layout, or typesetting software to develop high quality textual and graphic compositions to communicate technical information. Bachelor Degree in Fine Arts or Graphic Arts and at least 1 year of computer graphics design experience in several informational materials with several computer graphics applications.

**Senior Scientific Writer/Editor III:** Serves as the main point of contact for writing and editorial services to be performed for an assigned task. Meets with agency program official to establish preferred stylistic guidelines, adhering to the GPO Style Manual, Gregg Reference Manual, Agency Correspondence Procedures, or any other guidelines selected by the agency program official to ensure that summaries, transcripts, and other publications are produced in a consistent manner. Participates in planning meetings to develop an understanding of meeting content and types of deliverables needed; attends meetings and takes detailed notes; and works closely with agency staff to draft, review, revise, and finalize required products. Provides notetaking and report preparation support. Also provides document/publication review and editing so that they are grammatically correct within the preferred stylistic guidelines and reflect consistency. Also manages development (literature search/retrieval), writing, formatting, printing, and distribution of scientific publications, resource materials, and annual reports in support of agency needs. Master Degree, preferably in English, History or a related discipline, and at least 10 years experience performing a broad range of writing and editing assignments for government clients, including speeches, press releases, meeting/conference minutes and summaries, and manuals and publications. Must have at least 5 years experience supervising lower-level writers/editors.



# NOVA Research Company

## **Advertising and Integrated Marketing Services (AIMS)**

**Consolidated Contract SINs: C R422, C R701, C R708**

**Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—**

***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Senior Scientific Writer/Editor II**-Serves as the main point of contact for writing and editorial services to be performed for an assigned task. Meets with agency program official to establish preferred stylistic guidelines, adhering to the GPO Style Manual, Gregg Reference Manual, Agency Correspondence Procedures, or any other guidelines selected by the agency program official to ensure that summaries, transcripts, and other publications are produced in a consistent manner. Participates in planning meetings to develop an understanding of meeting content and the types of deliverables needed; attends meetings and takes detailed notes; and work closely with agency staff to draft, review, revise, and finalize required products. Provides notetaking and report preparation support. Also provides document/publication review and editing so that they are grammatically correct within the preferred stylistic guidelines and reflect consistency. Also managed the development (literature search/retrieval), writing, formatting, printing, and distribution of patient, lay-person, and scientific publications, resource materials, and annual reports in support of agency needs. Master Degree, preferably in English, History or a related discipline, and at least 7 year experience performing a broad range of writing and editing assignments for government clients, including speeches, press releases, meeting/conference minutes and summaries, and manuals and publications. Must have at least 3 years experience supervising lower-level writers/editors.

**Senior Scientific Writer/Editor I**-Serves as the main point of contact for writing and editorial services to be performed for an assigned task. Meet with the agency program official to establish preferred stylistic guidelines, adhering to the GPO Style Manual, Gregg Reference Manual, Agency Correspondence Procedures, or any other guidelines selected by the agency program official to ensure that summaries, transcripts, and other publications are produced in a consistent manner. Participates in planning meetings to develop an understanding of meeting content and the types of deliverables needed; attends meetings and takes detailed notes; and work closely with agency staff to draft, review, revise, and finalize required products. Provides notetaking and report preparation support. Also provides document/publication review and editing so that they are grammatically correct within the preferred stylistic guidelines and reflect consistency. Also managed the development (literature search/retrieval), writing, formatting, printing, and distribution of patient, lay-person, and scientific publications, resource materials, and annual reports in support of agency needs. Bachelors Degree, preferably in English, History or a related discipline, and at least 5 years experience performing a broad range of writing and editing assignments for government clients, including speeches, press releases, meeting/conference minutes and summaries, and manuals and publications. Must have at least 1 year experience supervising lower-level writers/editors.

**Scientific Writer/Editor III**-Assists senior writer at meetings and conferences in note-taking. Reviews meeting/conference summaries and transcripts for accuracy and completeness. Assists in conducting literature reviews for publications and resource materials. Provides proofreading, editing, and transcription support. Bachelor Degree, preferably in English, History or a related discipline, and at least 5 years experience performing a range of writing and editing assignments for government clients, including at least meeting/conference minutes and summaries and information and/or users manuals.

**Scientific Writer/Editor II**-Assists senior writer at meetings and conferences in note-taking. Reviews meeting/conference summaries and transcripts for accuracy and completeness. Assists in conducting literature reviews for publications and resource materials. Provides proofreading, editing, and transcription support. Bachelor Degree, preferably in English, History or a related discipline, and at least 2 year experience performing a range of writing and editing assignments for government clients, including at least meeting/conference minutes and summaries and information and/or users manuals.

# NOVA Research Company

## **Advertising and Integrated Marketing Services (AIMS)**

**Consolidated Contract SINs: C R422, C R701, C R708**

**Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—**

***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Scientific Writer/Editor I**-Assists senior writer at meetings and conferences in note-taking. Reviews meeting/conference summaries and transcripts for accuracy and completeness. Assists in conducting literature reviews for publications and resource materials. Provides proofreading, editing, and transcription support. Bachelor Degree, preferably in English, History or a related discipline, and some experience performing writing and editing assignments for government clients.

**Data Manager III:** Receives, screens and generates data receipt memos and requests for hard copies (if appropriate) for interviewer data submissions. Reviews and applies corrections to interviewer data. Designs, programs, and implements subject/data tracking software systems and trains field data managers in its use. Updates tracking system and data management system applications, as necessary field survey research studies. Tracks submissions of data, data corrections, and data quality control requests from field interviewers and data managers. Functions as primary contact for field data management staff. Responsible for advising field interviewers and data managers on coding, keying, and data management issues and providing technical assistance. Responds to field interviewer or data manager requests for special reports and assists interviewers/data managers in tracking data and resolving data discrepancies. Responsibilities include data screening and tracking, technical assistance to field interviewers/data managers, error reporting, and maintaining documentation of data processing procedures. Screens all incoming data, researches and prepares corrections to field interviewer data, and creates transaction files to be applied to aggregated database. Ensures accuracy of data and corrections fully applied to datasets. Provides technical assistance regarding submission of data, corrections to data, and general data management issues. Supervises and trains data entry (keying/verification) staff and trains field data managers. Bachelor Degree, preferable in an analytical science and at least 10 years of experience working in support of data collection and analysis projects. Must be very knowledgeable in database design, survey data cleaning processes, and multi-site data tracking, data aggregation, and reporting processes and procedures.

**Data Manager II:** Receives, screens and generates data receipt memos and requests for hard copies (if appropriate) for interviewer data submissions. Reviews and applies corrections to interviewer data. Implements subject/data tracking software systems and trains field data managers in its use. Tracks submissions of data, data corrections, and data quality control requests from field interviewers and data managers. Functions as primary contact for field data management staff. Responsible for advising field interviewers and data managers on coding, keying, and data management issues and providing technical assistance. Responds to field interviewer or data manager requests for special reports and assists interviewers/data managers in tracking data and resolving data discrepancies. Responsibilities include data screening and tracking, technical assistance to field interviewers/data managers, error reporting, and maintaining documentation of data processing procedures. Screens all incoming data, researches and prepares corrections to field interviewer data, and creates transaction files to be applied to aggregated database. Ensures accuracy of data and corrections fully applied to datasets. Provides technical assistance regarding submission of data, corrections to data, and general data management issues. Supervises and trains data entry (keying/verification) staff and trains field data managers. Bachelor Degree, preferable in an analytical science and at least 5 years of experience working in support of data collection and analysis projects. Must have some experience in database design, survey data cleaning processes, and multi-site data tracking, data aggregation, and reporting processes and procedures.

# **NOVA Research Company**

**Advertising and Integrated Marketing Services (AIMS)**

**Consolidated Contract SINs: C R422, C R701, C R708**

**Schedule 541 SINs: 541-1, 541-2, 541-3, 541-4A, 541-4B, 541-4C, 541-4D, 541-4E, 541-4F, 541-5, and 541-99—**

***Market Research and Analysis; Public Relations; Web Site Design, Maintenance and Writing; Conference/Event Planning and Management; Graphics and Exhibits Design and Related Services***

## **Labor Position Descriptions**

**Data Manager I:** Assists in receiving, screening, and generating data receipt memos and requests for hard copies (if appropriate) for interviewer data submissions. Reviews and applies corrections to interviewer data. Tracks submissions of data, data corrections, and data quality control requests from field interviewers and data managers. Assists in advising field interviewers and data managers on coding, keying, and data management issues and providing technical assistance. Responds to field interviewer or data manager requests for special reports and assists interviewers/data managers in tracking data and resolving data discrepancies. Responsibilities include data screening and tracking, error reporting, and maintaining documentation of data processing procedures. Screens incoming data, researches and prepares corrections to field interviewer data, and creates transaction files to be applied to aggregated database. Assists in ensuring accuracy of data and that corrections are fully applied to datasets. Assists in training data entry (keying/verification) staff and field data managers. Bachelor Degree, preferable in an analytical science and at least 2 years of experience working in support of data collection and analysis projects. Must have some experience in survey data cleaning processes, and data tracking, data aggregation, and reporting processes and procedures.

# NOVA Research Company

## **Mission Oriented Business Integrated Services (MOBIS)**

**Consolidated Contract SINs: C R422, C R499**

***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—  
Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management***

## **Labor Position Descriptions**

**Program Director/Deputy:** Organizes, directs and manages support services; obtains staff; serves as a liaison among contractor's corporate management, task managers and agency's/institute's contract and program officers; has ultimate responsibility for contractor resources and the accomplishment of all tasks assigned under the contract. Authorized to negotiate and make binding decisions on behalf of the company, including signatory authority. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work, supervising personnel and communicating policies, purposes, and goals to subordinates. Responsible for the overall contract. Masters Degree and at least 15 years of demonstrated successful government contract management and performance experience.

**Project Manager:** Serves as manager for large, complex programs with centralized, multiple task orders support requirements. Manages substantial organizational, business management, and business improvement services contract support operations. Organizes, directs, and coordinates planning and production of all contractor's services support activities. Demonstrated experience for oral and written communications with all levels of management for planning and control of projects. Interfaces with agency management personnel, agency other contractors staffs, and other cognizant agency officials. Capable of meeting in conference with agency program managers and stating problems in a form capable of being solved. Formulates and reviews project plans, determines cost, and ensures conformance to work standards. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work, supervising contractor personnel and communicating policies, purposes, and goals of the task(s) to subordinates. Assigns, schedules, and reviews work of subordinates. Able to evaluate proposed task order requirements and activities to determine technical feasibility with government specified technologies, cost for implementation and operation, as well as functional adequacy. Demonstrated ability to manage a team composed of market researchers, interviewers, analysts, survey developers, web designers and application developers, meetings managers and other technical specialists in developing and implementing a broad variety of programmatic components. Masters Degree and at least 10 years of government contract management and performance experience.

**Senior General Task Manager:** Serves as task manager for large or small, single task orders and assists the Project Manager in working with government personnel. Task managed usually involves multiple varied components (e.g., business planning; survey design, conduct, and quantitative data analysis; focus groups and qualitative data analysis; meetings support; and scientific writing support). Under general guidance of the Project Manager, is responsible for the overall management of a specific task order and ensuring that the technical requirements and schedules in the task order are being fully supported in a timely manner. Manages and controls substantial personnel, materials and supplies, subcontractors and/or consultants necessary to successful task order performance and directs operational support for assigned task. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all the contractor's services support activities. Assigns, schedules, and reviews work of subordinates. Plans, directs, controls, schedules, coordinates, and organizes utilization and management of tasks. This includes data/materials security, both physical and software systems, monitoring of resources usage, and recommending methods for more efficient utilization. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and ensures preparation of task progress reports and documentation. Interfaces with agency management and technical staffs. Masters Degree and at least 10 years of government contract performance experience.

# NOVA Research Company

## **Mission Oriented Business Integrated Services (MOBIS)**

**Consolidated Contract SINs: C R422, C R499**

***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—  
Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management***

## **Labor Position Descriptions**

**Senior Advertising Manager**— Serves as manager for large or small advertising task orders. The Senior Advertising Manager is responsible for planning, coordinating and implementing client programs and activities, and ensuring that all programs are strategically on target with clients' business objectives. The Senior Advertising Manager plays a key role in all contract activities including special events, media relations, program implementation, etc. The Senior Advertising Manager coordinates team resources and fully utilizes corporate resources to create the "best teams" for clients. The Senior Advertising Manager is responsible for developing and monitoring program plans and budgets, and reporting status to client and agency management on a regular basis. Masters Degree and at least 10 years of government contract performance experience.

**Senior Public Relations Manager**— Serves as manager for large or small public relations task orders. The Senior Public Relations Manager is responsible for planning, coordinating and implementing client programs and activities, and ensuring that all programs are strategically on target with clients' business objectives. The Senior Public Relations Manager plays a key role in all contract activities including media outreach, preparation of materials, press conferences and all associated media activities. The Senior Public Relations Manager coordinates team resources and fully utilizes corporate resources to create the "best teams" for clients. The Senior Public Relations Manager is responsible for developing and monitoring program plans and budgets, and reporting status to client and agency management on a regular basis. Masters Degree and at least 10 years of government contract performance experience.

**Scientific Writing Task Manager:** Serves as manager for large or small, scientific writing task orders and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for the overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned writers, editors, proofreaders, and technical information specialist contract staff. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all personnel support activities. Assigns, schedules, and reviews work of subordinates. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Masters Degree in English, journalism, or related discipline and at least 10 years of government scientific writing contract performance experience.

**Senior Business Planning Task Manager:** Serves as manager for large or small, business planning task orders and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for the overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned business planning specialists, survey designer, survey developers, interviewers, survey analysts, technical information specialists, and other participating contract staff. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all personnel support activities. Assigns, schedules, and reviews work of subordinates. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Masters Degree in business, preferably MBA, or other business related disciplines and at least 10 years of business planning contract performance experience.

# NOVA Research Company

## **Mission Oriented Business Integrated Services (MOBIS)**

**Consolidated Contract SINs: C R422, C R499**

***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—  
Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management***

## **Labor Position Descriptions**

**Advertising Manager**— Serves as manager for large or small advertising task orders. The Advertising Manager performs a wide range of duties including development of client programs, strategic planning, and staff development. The Advertising Manager may be responsible for more than one client (depending on size) and provides strategic guidance to clients on an ongoing basis, and anticipates and addresses clients' needs. The Advertising Manager troubleshoots client's problems as they arise, but seeks senior management input whenever appropriate. The Advertising Manager promotes public awareness of an agency's mission and initiatives, enables public understanding of complex technical and social issues, disseminates information to industry and consumer advocacy groups and engages in recruitment campaigns. The Advertising Manager assists with determining advertising objectives, message decision/creation, media selection, outdoor marketing decisions, broadcast media (radio, TV, PSAs), direct mail programs, media placement services, and evaluation of all advertising strategies. Master's Degree in business, preferably advertising or marketing, or other business related disciplines and at least 5 years of advertising and marketing contract performance experience.

**Public Relations Manager**— Serves as manager for large or small public relations task orders and assists the Project Manager in working with government personnel. The Public Relations Manager directs specialist staff in conducting customized media and public relation services such as the development of media messages and strategies; providing recommendations of media sources for placement of campaigns; preparing media materials such as: background materials, press releases, speeches and presentations and press kits. The Public Relations Manager also directs support and conduct of media programs, directs and conducts press conferences, oversees scheduling of broadcast and/or print interviews, handles crisis communications, manages media training, provides media alerts, and oversees press clipping services. Master's Degree in business, preferably public relations or marketing, or other communications related disciplines and at least 5 years of public relations and marketing contract performance experience.

**Technical Information Task Manager:** Serves as manager for large or small, technical information task orders and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for the overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned technical information specialists, abstractors, writers, editors, and proofreader contract staff. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all personnel support activities. Assigns, schedules, and reviews work of subordinates. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Masters Degree in library science, English, journalism, or related discipline and at least 5 years of government technical information contract performance experience..



# NOVA Research Company

## **Mission Oriented Business Integrated Services (MOBIS)**

**Consolidated Contract SINs: C R422, C R499**

***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—  
Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management***

## **Labor Position Descriptions**

**Meetings Logistics Task Manager:** Serves as manager for large or small, meeting, conference, or other similar event task orders and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned meeting managers, meeting assistants, A/V technicians, graphic artists, writers, and related support services contract staff. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all personnel support activities. Assigns, schedules, and reviews work of subordinates. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Bachelor's Degree and at least 10 years of government meetings and conferences logistics contract performance experience.

**Graphic Arts Task Manager:** Serves as manager for large or small, primarily graphic arts task orders and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for the overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned graphic arts contract staff. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all personnel support activities. Assigns, schedules, and reviews work of subordinates. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Bachelor's Degree in fine arts, computer graphics, or related discipline and at least 10 years of government graphic arts contract experience.

**Data Management Task Manager:** Serves as manager for large or small, data management task orders and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for the overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned survey designers, survey developers, survey interviewers, survey analysts, and data management specialists. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all personnel support activities. Assigns, schedules, and reviews work of subordinates. Plans, directs, controls, schedules, coordinates, and organizes utilization and management of task resources. This includes data/hardware security, both physical and software systems, monitoring of resources usage, and recommending methods for more efficient utilization. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Bachelor's Degree and at least 10 years of government survey research and data management contract performance experience.

# NOVA Research Company

## **Mission Oriented Business Integrated Services (MOBIS)**

### **Consolidated Contract SINs: C R422, C R499**

### ***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99— Consulting, Facilitation, Surveys & Analysis, Training, Program Integration, Evaluation and Project Management***

## **Labor Position Descriptions**

**Senior Business Planning Specialist III:** Develops, revises, and reviews customized strategic business plans, organizational change plans, and management/business improvement action plans. Works with agency management to formulate short and long-range goals to increase productivity, improve delivery of high-quality services, products, and publications, and enhance worker morale. In collaboration with agency staff, identifies issues, concerns and target audiences for instituting improvements, establishes measurable objectives, determines productivity, supervisory styles, and work trends, identifies objectives and strategies and recommends tactics to meet objectives. Works with agency personnel to design qualitative and quantitative surveys to collect information on job knowledge, behavior, and attitudes, to obtain baseline and follow-up data (after implementation of business improvement actions). Directs contractor staff in design and development of surveys, business improvement processes and procedures, conduct of focus groups, conduct of individual interviews, and analysis of productivity and interview data. Provides interpretations, discussion and conclusions based on various types of organizational survey analyses and other forms of business activity information collection and analysis. Expert in interpreting results from qualitative and quantitative interview findings and using findings to develop organizational change conclusions and recommendations. Doctor of Philosophy Degree in business or organizational development fields and 10 years experience or Master Degree in business field or organizational change field, preferably MBA, with at least 15 years of experience working with business and governmental organizations in strategic planning, developing and implement management and business improvement processes and procedures, and conducting business needs assessments accompanied by documentation of needs and development of strategic and action recommendations. At last 10 years experience supervising lower-level business planning specialists.

**Senior Business Planning Specialist II:** Develops, revises, and reviews customized strategic business plans, organizational change plans, and management/business improvement action plans. Works with agency management to formulate short and long-range goals to increase productivity, improve delivery of high-quality services, products, and publications, and enhance worker morale. In collaboration with agency staff, identifies issues, concerns and target audiences for instituting improvements, establishes measurable objectives, determines productivity, supervisory styles, and work trends, identifies objectives and strategies and recommends tactics to meet objectives. Works with agency personnel to design qualitative and quantitative surveys to collect information on job knowledge, behavior, and attitudes, to obtain baseline and follow-up data (after implementation of business improvement actions). Directs contractor staff in design and development of surveys, business improvement processes and procedures, conduct of focus groups, conduct of individual interviews, and analysis of productivity and interview data. Provides interpretations, discussion and conclusions based on various types of organizational survey analyses and other forms of business activity information collection and analysis. Expert in interpreting results from qualitative and quantitative interview findings and using findings to develop organizational change conclusions and recommendations. Master Degree in business field or organizational development field, preferably MBA, and at least 10 years of experience working with business and governmental organizations in strategic planning, developing and implement management and business improvement processes and procedures, and conducting business needs assessments accompanied by documentation of needs and development of strategic and action recommendations. At last 5 years experience supervising lower-level business planning specialists.



# NOVA Research Company

## **Mission Oriented Business Integrated Services (MOBIS)**

**Consolidated Contract SINs: C R422, C R499**

***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—  
Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management***

## **Labor Position Descriptions**

**Senior Business Planning Specialist I:** Develops, revises, and reviews customized strategic business plans, organizational change plans, and management/business improvement action plans. Works with agency management to formulate short and long-range goals to increase productivity, improve delivery of high-quality services, products, and publications, and enhance worker morale. In collaboration with agency staff, identifies issues, concerns and target audiences for instituting improvements, establishes measurable objectives, determines productivity, supervisory styles, and work trends, identifies objectives and strategies and recommends tactics to meet objectives. Works with agency personnel to design qualitative and quantitative surveys to collect information on job knowledge, behavior, and attitudes, to obtain baseline and follow-up data (after implementation of business improvement actions). Directs contractor staff in design and development of surveys, business improvement processes and procedures, conduct of focus groups, conduct of individual interviews, and analysis of productivity and interview data. Provides interpretations, discussion and conclusions based on various types of organizational survey analyses and other forms of business activity information collection and analysis. Expert in interpreting results from qualitative and quantitative interview findings and using findings to develop organizational change conclusions and recommendations. Master Degree in business field or organizational development field, preferably MBA, with at least 5 years of experience or Bachelor's Degree and at least 10 years experience working with business and governmental organizations in strategic planning, developing and implement management and business improvement processes and procedures, and conducting business needs assessments accompanied by documentation of needs and development of strategic and action recommendations. At last 2 years experience supervising lower-level business planning specialists.

**Business Planning Specialist III:** Assists Senior Business Planning Specialist in identifying business trends and gaps in productivity/workforce information and resource materials. Assists in preparation of business plans, organizational change plans, and management/business improvement action plans, based on agency established business improvement objectives and strategies. Assists in developing business improvement tactics to meet objectives. Carries out business improvement tactics including assisting in design and development of survey instruments, testing of survey instruments, business trends and job improvement process through literature reviews, conduct of focus groups, and compiling/analyzing results of business improvement actions. Knowledgeable in interpreting results from qualitative and quantitative interview findings and using findings to develop organizational development/change conclusions and recommendations. Masters Degree and 7 years experience or Bachelor's Degree in business field or organizational development field, with at least 10 years of experience working with business and governmental organizations in strategic planning, developing and implement management and business improvement processes and procedures, and conducting business needs assessments accompanied by documentation of needs and development of recommendations.

**Business Planning Specialist II:** Assists Senior Business Planning Specialist in identifying business trends and gaps in productivity/workforce information and resource materials. Assists in preparation of business plans, organizational change plans, and management/business improvement action plans, based on agency established business improvement objectives and strategies. Assists in developing business improvement tactics to meet objectives. Assists in design and development of survey instruments, testing of survey instruments, business trends and job improvement process through literature reviews, conduct of focus groups, and compiling results of business improvement actions. Knowledgeable in interpreting results from qualitative and quantitative interview findings and using findings to assist in developing organizational change conclusions and recommendations. Bachelor Degree in business field or organizational development field, with at least 5 years of experience working with business or governmental organizations in strategic planning, implementing management and business improvement processes and procedures, and conducting business needs assessments accompanied by documentation of needs.

# NOVA Research Company

## **Mission Oriented Business Integrated Services (MOBIS)**

**Consolidated Contract SINs: C R422, C R499**

***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—  
Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management***

## **Labor Position Descriptions**

**Business Planning Specialist I:** Assists Senior Business Planning Specialist in identifying business trends and gaps in productivity/workforce information and resource materials. Assists in preparation of business plans, organizational change plans, and management/business improvement action plans, based on agency established business improvement objectives and strategies. Assists in developing business improvement tactics to meet objectives. Assists in design and development of survey instruments, testing of survey instruments, business trends and job improvement process through literature reviews, conduct of focus groups, and compiling results of business improvement actions. Knowledgeable in interpreting results from qualitative and quantitative interview findings and using findings to assist in developing organizational change/development conclusions and recommendations. Bachelor Degree in business field with at least 2 years of experience working with business or governmental organizations in strategic planning, implementing management and business improvement processes and procedures, and conducting business needs assessments accompanied by documentation of needs.

**Advertising Specialist III—** Expert in multimedia advertising and performs a wide range of duties including development of client advertising campaigns and programs. The Advertising Specialist III troubleshoots client's problems as they arise, but seeks senior management input whenever appropriate. The Advertising Specialist III designs and implements programs to promote public awareness of an agency's mission and initiatives, enables public understanding of complex technical and social issues, disseminates information to industry and consumer advocacy groups and engages in recruitment campaigns. The Advertising Specialist III assists with determining advertising objectives, message decision/creation, media selection, outdoor marketing decisions, broadcast media (radio, TV, PSAs), direct mail programs, media placement services, and evaluation of all advertising strategies. Bachelor's Degree in business, preferably advertising or marketing, or other business related disciplines and at least 10 years of advertising and marketing contract performance experience.

**Advertising Specialist II—** Experienced in multimedia advertising and performs a wide range of duties including development of client advertising campaigns and programs under direction of an Advertising Manager. The Advertising Specialist II helps to troubleshoot client's problems as they arise, but seeks management input whenever appropriate. The Advertising Specialist II assists in design and implementation of programs to promote public awareness of an agency's mission and initiatives, assists in enabling public understanding of complex technical and social issues, assists in disseminating information to industry and consumer advocacy groups and assists in recruitment campaigns. The Advertising Specialist II assists with determining advertising objectives, message decision/creation, media selection, outdoor marketing decisions, broadcast media (radio, TV, PSAs), direct mail programs, media placement services, and evaluation of all advertising strategies under overall direction of an Advertising Manager. Bachelor's Degree in business, preferably advertising or marketing, or other business related disciplines and at least 5 years of advertising and marketing contract performance experience.

# NOVA Research Company

## **Mission Oriented Business Integrated Services (MOBIS)**

**Consolidated Contract SINs: C R422, C R499**

***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—  
Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management***

## **Labor Position Descriptions**

**Advertising Specialist I**— Experienced in multimedia advertising and assists in performing a range of duties that may include development of client advertising campaigns and programs under direction of an Advertising Manager. The Advertising Specialist I helps to troubleshoot client's problems as they arise under direct supervision of an Advertising Manager. The Advertising Specialist I assists in design and implementation of programs to promote public awareness of an agency's mission and initiatives, assists in enabling public understanding of complex technical and social issues, assists in disseminating information to industry and consumer advocacy groups and assists in recruitment campaigns. The Advertising Specialist I assists with determining advertising objectives, message decision/creation, media selection, outdoor marketing decisions, broadcast media (radio, TV, PSAs), direct mail programs, media placement services, and evaluation of all advertising strategies under overall direction of an Advertising Manager. Bachelor's Degree in business, preferably advertising or marketing, or other business related disciplines and at least 2 years of advertising and marketing contract performance experience.

**Public Relations Specialist III**— Expert in designing and conducting large or small public relations task orders and assists the Public Relations Manager in working with government personnel. The Public Relations Specialist III conducts customized media and public relation services such as the development of media messages and strategies; providing recommendations of media sources for placement of campaigns; preparing media materials such as: background materials, press releases, speeches and presentations and press kits, but seeks management input whenever appropriate. The Public Relations Specialist III also supports conduct of media programs, supports conduct of press conferences, schedules broadcast and/or print interviews, handles crisis communications, provides client media training, provides media alerts, and performs press clipping services. Bachelor's Degree in business, preferably public relations or marketing, or other communications related disciplines and at least 10 years of public relations and marketing contract performance experience.

**Public Relations Specialist II**— Experienced in designing and conducting public relations task orders and assists the Public Relations Manager in working with government personnel. The Public Relations Specialist II assists in conduct of customized media and public relation services such as development of media messages and strategies; assists in providing recommendations of media sources for placement of campaigns; assists in preparing media materials such as: background materials, press releases, speeches and presentations and press kits, and seeks management input whenever appropriate. The Public Relations Specialist II also assists in supporting conduct of media programs, support of conduct of press conferences, schedules broadcast and/or print interviews, assists in handling crisis communications, assists in providing client media training, and performs press clipping services. Bachelor's Degree in business, preferably public relations or marketing, or other communications related disciplines and at least 5 years of public relations and marketing contract performance experience.

# NOVA Research Company

## **Mission Oriented Business Integrated Services (MOBIS)**

### **Consolidated Contract SINs: C R422, C R499**

### ***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99— Consulting, Facilitation, Surveys & Analysis, Training, Program Integration, Evaluation and Project Management***

## **Labor Position Descriptions**

**Public Relations Specialist I**—The Public Relations Specialist I assists in conduct of customized media and public relation services such as development of media messages and strategies; assists in providing recommendations of media sources for placement of campaigns; assists in preparing media materials such as: background materials, press releases, speeches and presentations and press kits, all under direct supervision of a Public Relations Manager. The Public Relations Specialist I also assists in supporting conduct of media programs, support of conduct of press conferences, schedules broadcast and/or print interviews, assists in providing client media training, and performs press clipping services. Bachelor's Degree in business, preferably public relations or marketing, or other communications related disciplines and at least 2 years of public relations and marketing contract performance experience.

**Survey Designer III:** Works closely with Business Planning Specialist and agency client staff to design qualitative focus group and evaluation interview guides and quantitative survey instruments to collect various forms of business productivity data, management styles vs. employee work styles, and employee knowledge, attitude, and behavior information. Directs conduct of survey instrument testing. Works closely with business planning specialist and survey analysts in developing findings, conclusions, and recommendations based on survey data. Master Degree in survey discipline and at least 10 years hands-on experience designing and implementing market research and complex organization needs assessment surveys or health surveys.

**Survey Designer II:** Works closely with Business Planning Specialist and agency client staff to design qualitative focus group and evaluation interview guides or quantitative survey instruments to collect various forms of business productivity data, management styles vs. employee work styles, and employee knowledge, attitude, and behavior information. Directs conduct of survey instrument testing. Works closely with business planning specialists and survey analysts in developing findings, conclusions, and recommendations based on survey data. Master Degree in survey discipline or related field and at least 5 years hands-on experience or Bachelor's Degree in survey discipline or related field and at least 8 years hands-on experience, designing and implementing market research and complex organization needs assessment surveys or health surveys.

**Survey Designer I:** Works closely with Business Planning Specialists and agency client staff to assist in designing qualitative focus group and evaluation interview guides and quantitative survey instruments to collect various forms of business productivity data, management styles vs. employee work styles, and employee knowledge, attitude, and behavior information. Assists in conduct of survey instrument testing. Works closely with business planning specialists and survey analysts assisting in developing findings, conclusions, and recommendations based on survey data. Bachelor's Degree in survey discipline or related field and at least 3 years hands-on experience assisting in designing and implementing market research and complex organization needs assessment surveys or health surveys.

**Senior Survey Developer III:** Expert in NOVA's Questionnaire Development System (QDS™) modules for specification and building of questionnaires. Works closely with Survey Designer to convert interview objectives and specifications into a variety of forms for survey administration, including pencil/paper, CAPI, CATI, CASI and PDA handheld. Tests developed questionnaires for properly functioning consistency checks, range checks, skip patterns. Reviews developed survey instruments for accurate data recording. Assists in data management. Trains survey interviewers in conduct of interviewing process. Masters Degree in survey discipline and at least 10 years experience in programming and scripting survey instrument specifications into questionnaires. Experienced in developing and administering surveys in all modes of administration, testing completed questionnaires, and conducting interviews. Experienced in multi-site data management processes and procedures and survey instrument documentation.

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### ***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99— Consulting, Facilitation, Surveys & Analysis, Training, Program Integration, Evaluation and Project Management***

## **Labor Position Descriptions**

**Senior Survey Developer II:** Expert in NOVA's Questionnaire Development System (QDS™) modules for specification and building of questionnaires. Works closely with Survey Designer to convert interview objectives and specifications into a variety of forms for survey administration, including pencil/paper, CAPI, CATI, CASI and PDA handheld. Tests developed questionnaires for properly functioning consistency checks, range checks, skip patterns. Reviews developed survey instruments for accurate data recording. Assists in data management. Trains survey interviewers in conduct of interviewing process. Bachelor's Degree in survey discipline and at least 8 years experience in programming and scripting survey instrument specifications into questionnaires. Experienced in developing and administering surveys in all modes of administration, testing completed questionnaires, and conducting interviews. Experienced in multi-site data management processes and procedures and survey instrument documentation.

**Senior Survey Developer I:** Expert in NOVA's Questionnaire Development System (QDS™) modules for specification and building of questionnaires. Works closely with Survey Designer to convert interview objectives and specifications into a variety of forms for survey administration, including pencil/paper, CAPI, CATI, CASI and PDA handheld. Tests developed questionnaires for properly functioning consistency checks, range checks, skip patterns. Reviews developed survey instruments for accurate data recording. Assists in data management. Trains survey interviewers in conduct of interviewing process. Bachelor Degree in survey discipline and at least 5 years experience in programming and scripting survey instrument specifications into questionnaires. Experienced in developing and administering surveys in all modes of administration, testing completed questionnaires, and conducting interviews. Experienced in multi-site data management processes and procedures and survey instrument documentation.

**Junior Survey Developer III:** Knowledgeable in NOVA's Questionnaire Development System (QDS™) modules for specification and building of questionnaires. Works closely with Survey Designer and Senior Survey Developer to script survey instrument specifications into a variety of forms for survey administration, including pencil/paper, CAPI, CATI, CASI, PDA-handheld. Tests developed questionnaires for properly functioning consistency checks, range checks, skip patterns. Reviews developed survey instruments for accurate data recording. Assists in data management and training of survey interviewers in conduct of interviewing process. Bachelor Degree and at least 4 years experience in developing survey instrument specifications into questionnaires. Experienced in developing and administering surveys in all modes of administration, testing completed questionnaires, conducting interviews, and preparing questionnaire codebooks, interviewing training manuals, and other related survey documentation.

**Junior Survey Developer II:** Knowledgeable in NOVA's Questionnaire Development System (QDS™) modules for specification and building of questionnaires. Works closely with Survey Designer and Senior Survey Developer to script survey instrument specifications into a variety of forms for survey administration, including pencil/paper, CAPI, CATI, CASI, PDA-handheld. Assists in testing developed questionnaires for properly functioning consistency checks, range checks, skip patterns. Assists in data management and training of survey interviewers in conduct of interviewing process. Bachelor Degree and at least 2 years experience in developing survey instrument specifications into questionnaires. Experienced in administering surveys in various modes of administration, testing completed questionnaires, and conducting interviews.

**Junior Survey Developer I:** Knowledgeable in NOVA's Questionnaire Development System (QDS™) modules for specification and building of questionnaires. Works closely with Survey Designer and Senior Survey Developer to script survey instrument specifications for survey administration. Assists in testing developed questionnaires for properly functioning consistency checks, range checks, skip patterns. Assists in training of survey interviewers in conduct of interviewing process. Bachelor Degree and at least 1 year experience in developing survey instrument specifications into questionnaires. Some experienced in developing and administering surveys, testing completed questionnaires, and conducting interviews.



# NOVA Research Company

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## **Labor Position Descriptions**

**Survey Interviewer III:** Using prepared qualitative or quantitative survey instruments, conducts market research using focus groups, telephone interviews, or face-to-face interviews using various forms of interview administration (paper & pencil, computer-assisted personal interviews, computer-assisted telephone interviews, and computer-administered self interviews). Manages collected data ensuring transmission to central data management center. Records interview process information (e.g., date, time, and location of interview). Assist in design, preparation, and testing of interviews before implementation. Bachelor's Degree and at least 5 year of survey instrument data administration accompanied by some data management experience.

**Survey Interviewer II:** Using prepared qualitative or quantitative survey instruments, conducts market research using focus groups, telephone interviews, or face-to-face interviews. Manages collected data ensuring transmission to central data management center. Records interview process information (e.g., date, time, and location of interview). Assist in preparation and testing of interviews before implementation. Associate of Arts Degree and at least 5 year of survey instrument data administration accompanied by some data management experience.

**Survey Interviewer I:** Using prepared qualitative or quantitative survey instruments, conducts market research using telephone interviews or face-to-face interviews. Assists in managing collected data ensuring transmission to central data management center. Records interview process information (e.g., date, time, and location of interview). Assists in preparation and testing of interviews before implementation. Associate of Arts Degree and at least 1 year of survey instrument data administration experience.

**Survey Analyst III:** Specializes in the application of statistics and computer technology to public health research, health communications research, epidemiological research, prevention research, and other selected forms of scientific survey studies/research conducted and/or supported by the agency. Requires thorough knowledge and use of statistical software packages such as SAS, BMDP, or SPSS. Assists in development of survey instruments, determines sample size for statistically-significant results, assists in data cleaning, conducts statistical analysis of collected survey data. Based on statistical analyses, develops survey findings and conclusions. Analyzes baseline and follow-up data for changes in knowledge, attitude and behavior based on survey data results, assists Senior Market Researcher in developing recommendations for strategies and tactics to improve market penetration or to increase changes in knowledge, attitudes or behaviors of target audience. Master Degree or Doctorate Degree in a survey science or statistics discipline, and at least 10 years experience supporting and analyzing large-scale, complex, multi-site surveys, directing data management, performing survey data statistical analysis, and preparing findings and conclusions presentations and publications experience.

**Survey Analyst II:** Specializes in application of statistics and computer technology to public health research, health communications research, epidemiological research, prevention research, or other selected forms of scientific survey studies/research conducted and/or supported by the agency. Requires thorough knowledge and use of statistical software packages such as SAS, BMDP, or SPSS. Assists in development of survey instruments, determines sample size for statistically-significant results, assists in data cleaning, conducts statistical analysis of collected survey data. Based on statistical analyses, develops survey findings and conclusions. Analyzes baseline and follow-up data for changes in knowledge, attitude and behavior based on survey data results, assists Senior Market Researcher in developing recommendations for strategies and tactics to improve market penetration or to increase changes in knowledge, attitudes or behaviors of target audience. Master Degree and at least 5 years experience or Bachelor's Degree and at least 8 years experience in a survey science or statistics discipline, analyzing large-scale, complex, multi-site surveys, participating in data management, performing survey data statistical analysis, and assisting in preparing findings and conclusions presentations and publications experience.

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## **Labor Position Descriptions**

**Survey Analyst I:** Specializes in the application of statistics and computer technology to public health research, health communications research, epidemiological research, prevention research, and other selected forms of scientific survey studies/research conducted and/or supported by the agency. Requires knowledge and use of at least one major statistical software package such as SAS, BMDP, or SPSS. Assists in developing survey instruments, assists in calculations of sample size for statistically-significant results, assists in data cleaning, conducts basic statistical analysis of collected survey data. Based on statistical analyses, assists in developing survey findings. Analyzes survey data for changes in knowledge, attitude and behavior, assists in developing recommendations for strategies and tactics to improve market penetration or to change knowledge, attitudes or behaviors in target audience. Bachelor's Degree in a survey science or statistics discipline, and at least 1 year of survey, data management, and survey data statistical analysis experience.

**Computer/Statistical Assistant IV-**Prepares, creates designs, develops, and maintains spreadsheets, reports, and records. Develops presentation quality charts and graphs. Maintains inventory of hardware/software. Assists with setting up spreadsheets including entering column and row titles, defining cell formats, etc. Operates automated word processing, spreadsheet, and database computer applications to record and store survey, statistical, and textual information for immediate or future revision, insertions, deletions and subsequent reproduction of reports and documents. Using rough drafts or printed copy as a source document, uses independent judgement to key in specific commands to automated word processing system to achieve required formats of textual material including paging, indentation, spacing, selection of character fonts, and insertions of heading. Using draft copies of a manuscript, may also assist in proofreading and correction of syntactical and grammatical errors. Performs scanning operations including setup, managing, indexing and marking. Bachelor's Degree and at least 5 year of computer/statistical analysis assistance and data management experience.

**Computer/Statistical Assistant III-**Prepares, develops, and maintains spreadsheets, reports, and records. Develops presentation quality charts and graphs. Maintains inventory of hardware/software. Assists with setting up spreadsheets including entering column and row titles, defining cell formats, etc. Operates automated word processing, spreadsheet, and database computer applications to record and store survey, statistical, technical, and textual information for immediate or future revision, insertions, deletions and subsequent reproduction of reports and documents. Using drafts or printed copy as a source document, keys in specific commands to automated word processing system to achieve required formats of textual material including paging, indentation, spacing, selection of character fonts, and insertions of heading. Using draft copies of a manuscript, assist in proofreading and corrections of syntactical and grammatical errors. Performs scanning operations including setup, managing, indexing and marking. Bachelor's Degree and at least 2 years of experience or Associate of Arts Degree and at least 5 year of computer/statistical analysis assistance and data management experience.

**Computer/Statistical Assistant II-**Maintains spreadsheets, reports, and records. Develops preliminary charts and graphs. Maintains inventory of hardware/software. Assists with setting up spreadsheets including entering column and row titles, defining cell formats, etc. Using drafts or printed copy as a source document, keys in specific commands to achieve required formats of textual material including paging, indentation, spacing, selection of character fonts, and insertions of heading. Using draft copies of a manuscript, assists in correction of syntactical and grammatical errors. Bachelors Degree and some experience or Associate of Arts Degree and at least 3 year of computer/statistical assistance experience.

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## **Labor Position Descriptions**

**Computer/Statistical Assistant I-** Maintains spreadsheets, reports, and records. Develops preliminary charts and graphs. Maintains inventory of hardware/software. Assists with setting up spreadsheets including entering column and row titles, defining cell formats, etc. Using drafts or printed copy as a source document, keys in specific commands to achieve required formats of textual material including paging, indentation, spacing, selection of character fonts, and insertions of heading. Using draft copies of a manuscript, assists in correction of syntactical and grammatical errors. Associate of Arts Degree and at least 1 year of computer assistance experience.

**Senior Trainer IV:** Proficient with LAN based office management, survey development, survey participant tracking systems, and other related software systems available to users, particularly administrative software applications. Conducts research necessary to develop and revise training courses and prepares appropriate training catalogs, training manuals, and user's manuals. Maintains relationship with users to continually determine training and user support needs. Develops instructor and student materials. Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provides daily supervision and direction to training and user support staff. Using extensive knowledge of software applications, supports users of information systems following established organizational procedures, and provides documented user support databases. Provides online technical assistance following training courses. Designs and implements user support help systems for applications developed in-house. Bachelor Degree and at least 15 years of experience preparing training curriculum, training manuals and related materials, and conducting formal classroom courses, workshops. At least 10 years experience supervising trainers and user support staff.

**Senior Trainer III:** Proficient with LAN based office management, survey development, survey participant tracking systems, and other related software systems available to users, particularly administrative software applications. Conducts research necessary to develop and revise training courses and prepares appropriate training catalogs, training manuals, and user's manuals. Maintains relationship with users to continually determine training and user support needs. Develops instructor and student materials. Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provides daily supervision and direction to training and user support staff. Using extensive knowledge of software applications, supports users of information systems following established organizational procedures, and provides documented user support databases. Provides online technical assistance following training courses. Designs and implements user support help systems for applications developed in-house. Bachelor Degree and at least 10 years of experience preparing training curriculum, training manuals and related materials, and conducting formal classroom courses, workshops. At least 5 years experience supervising trainers and user support staff.

**Senior Trainer II:** Proficient with a broad range of software available to users particularly administrative systems. Assists with conduct of research necessary to develop and revise training courses and preparing appropriate training catalogs, training manuals, and user's manuals. Maintains relationship with users to continually determine training and user support needs. Assists in developing instructor and student materials. Assists in training personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provides some supervision and direction to training and user support staff. Using knowledge of software applications, supports users of information systems following established organizational procedures, provides documented user support databases and assists with user technical assistance after trainings. Implements user support help systems for applications developed in-house. Bachelor's Degree and at least 7 years of experience preparing training curriculum, training manuals and related materials, and conducting formal classroom courses, workshops. At least 3 year of experience supervising trainers and user support staff.



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Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management***

## **Labor Position Descriptions**

**Senior Trainer I:** Proficient with a broad range of software available to users particularly administrative systems. Assists with conduct of research necessary to develop and revise training courses and preparing appropriate training catalogs, training manuals, and user's manuals. Maintains relationship with users to continually determine training and user support needs. Assists in developing instructor and student materials. Assists in training personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provides some supervision and direction to training and user support staff. Using knowledge of software applications, supports users of information systems following established organizational procedures, provides documented user support databases and assists with user technical assistance after trainings. Implements user support help systems for applications developed in-house. Bachelor's Degree and at least 5 years of experience preparing training curriculum, training manuals and related materials, and conducting formal classroom courses, workshops. At least 1 year of experience supervising trainers and user support staff.

**Trainer II:** Formulates statements of training problems based on needs assessment, and devises procedures for the solution of these problems using proven training techniques. Working closely with Senior Trainer, designs, develops, and implements training curriculum. Evaluates and selects appropriate training techniques and media. Develops training evaluation methods, and conducts training sessions. Proficient with a broad range and variety of software available to users, including those developed in-house, formulates statements of training based on needs assessment, and devises procedures for solutions using proven training techniques. Using extensive knowledge of software, supports users following established organizational procedures, and provides documented user support database(s) and technical assistance. Bachelor Degree and at least 4 years of experience performing trainings using training manuals and related materials and conducting formal classroom courses and workshops.

**Trainer I:** Formulates statements of training problems based on needs assessment, and assists in defining procedures for solution of these problems using proven training techniques. Working closely with Senior Trainer, develops and implements training curriculum. Assists in evaluating and selecting appropriate training techniques and media. Develops training evaluation methods, and conducts training sessions. Proficient with a range and variety of software available to users, including those developed in-house, assists in formulating statements of training based on needs assessment, and devises procedures for solutions using proven training techniques. Using knowledge of software, supports users following established organizational procedures, and provides documented user support database(s) and technical assistance. Associate of Arts Degree and at least 2 years of experience performing trainings using training manuals and related materials and conducting formal classroom courses and workshops.

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## **Labor Position Descriptions**

**Meetings/Conference Manager III**-Oversees all aspects of meetings, conferences, and events planning and management, including site selection and contract negotiation; travel and lodging arrangements; correspondence with participants; registration and other onsite support; AV support, recording, and transcription; design, collection, development, and production of meeting materials; food service selection and coordination; and meeting follow-up. Acts as primary point of contact for day-to-day meeting/conference planning and logistics activities for agency-sponsored meetings/conferences. Attends planning meetings that take place for each meeting/conference. Supervises, coordinates and performs logistical support for each meeting/conference, including setting up and maintaining registration system, working with the agency meeting/conference officer to prepare and distribute logistical letters (such as letters of invitation and meeting notices) and distribute any other requested meeting/conference correspondence. Makes requested AV arrangements, as well as provides any travel or other logistical information to travelers and attendees. Supervises and coordinates production of all meeting materials and leads the onsite meeting/conference team in ensuring that all logistical arrangements proceed smoothly. Bachelor's Degree and at least 10 years experience in supporting all logistics for a broad range of different types and sizes of conferences, meetings, and exhibits. At least 5 years experience supervising lower-level meeting planners and meeting assistants.

**Meetings/Conference Manager II**-Oversees meetings and events planning and management, including site selection and contract negotiation; travel and lodging arrangements; correspondence with participants; registration and other onsite support; AV support, recording, and transcription; design, collection, development, and production of meeting materials; food service selection and coordination; and meeting follow-up. Acts as primary point of contact for day-to-day meeting/conference planning and logistics activities for agency-sponsored meetings/conferences. Attends planning meetings that take place for each meeting/conference. Coordinates and performs logistical support for each meeting/conference, including setting up and maintaining a registration system, working with the agency meeting/conference officer to prepare and distribute logistical letters (such as letters of invitation and meeting notices) and distribute any other requested meeting/conference correspondence. Makes requested AV arrangements, as well as provides any travel or other logistical information to travelers and attendees. Coordinates production of meeting materials and leads onsite meeting/conference team in ensuring that logistical arrangements proceed smoothly. Bachelor's Degree and at least 5 years experience in supporting logistics for a broad range of different types and sizes of conferences, meetings, and exhibits. At least 2 years experience supervising lower-level meeting planners and meeting assistants.

**Meetings/Conference Manager I**-Oversees small meetings and events planning and management, including site selection; travel and lodging arrangements; correspondence with participants; registration and other onsite support; AV support, recording, and transcription; design, collection, development, and production of meeting materials; food service selection and coordination; and meeting follow-up. Acts as primary point of contact for day-to-day meeting planning and logistics activities for agency-sponsored meetings. Attends planning meetings that take place for each meeting. Coordinates and performs logistical support for each meeting, including working with the agency meeting officer to prepare and distribute logistical letters (such as letters of invitation and meeting notices) and distribute any other requested meeting correspondence. Make requested AV arrangements, as well as provides any travel or other logistical information to travelers and attendees. Supervises and coordinates production of meeting materials and leads onsite meeting team in ensuring that logistical arrangements proceed smoothly. Bachelor's Degree and at least 2 years experience in supporting logistics for a range of different types and sizes of meetings, and events. Some experience supervising lower-level meeting planners and meeting assistants.

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Evaluation and Project Management***

## **Labor Position Descriptions**

**Meetings/Conference Assistant III-** Provides meeting and administrative support under Meeting/Conference Manager's direction. Duties may include: preparing and mailing meeting materials, assisting in arranging for transcription services, tracking hotel reservations and confirmations, providing assistance for special requests that require data entry. Support may also include using the Internet to identify potential meeting and lodging facilities and summarizing site recommendations (e.g., researching meeting facilities throughout the country on behalf of the agency); arranging travel support for participants; obtaining information on hotel meeting packages and AV services; coordinating rooming lists and parking arrangements with meeting facilities; arranging for ground transportation (shuttles, taxi services); researching local recording/transcription firms; preparing packets with maps and information on local restaurants and tourist sites; and providing onsite registration and administrative support. Bachelors Degree and at least 5 year experience supporting a variety of different types of logistics for a range of different types and sizes of conferences, meetings, and exhibits.

**Meetings/Conference Assistant II-** Provides meeting and administrative support under Meeting/Conference Manager's direction. Duties may include: preparing and mailing meeting materials, assisting in arranging for transcription services, tracking hotel reservations and confirmations, providing assistance for special requests that require data entry. Support may also include using the Internet to identify potential meeting and lodging facilities and summarizing site recommendations (e.g., researching meeting facilities throughout the country on behalf of the agency); arranging travel support for participants; obtaining information on hotel meeting packages and AV services; coordinating rooming lists and parking arrangements with meeting facilities; arranging for ground transportation (shuttles, taxi services); researching local recording/transcription firms; preparing packets with maps and information on local restaurants and tourist sites; and providing onsite registration and administrative support. Bachelors or Associate of Arts Degree and at least 3 year experience supporting a variety of different types of logistics for a range of different types and sizes of conferences, meetings, and exhibits.

**Meetings/Conference Assistant I-** Provides meeting and administrative support under Meeting/Conference Manager's direction. Duties may include: preparing and mailing meeting materials, tracking hotel reservations and confirmations, providing assistance for special requests that require data entry. Support may also include arranging travel support for participants; obtaining information on hotel meeting packages and AV services; arranging for ground transportation (shuttles, taxi services); assembling packets with maps and information on local restaurants and tourist sites; and providing onsite registration and administrative support. Associate of Arts Degree and at least 1 year experience supporting a variety of different types of logistics for conferences, meetings, and exhibits.

**A/V Technician II:** Arranges with meeting sites for A/V equipment, including table-top microphones and recording equipment, works closely with meeting assistant and meeting manager to obtain all participant A/V needs and agency A/V needs, participates in premeeting walk-throughs of AV equipment and its operation at the meeting site; receives advance copies of PowerPoint presentations, installs them on a laptop computer, and tests them, both at NOVA and at the meeting site; receives and installs last-minute presentations immediately prior to and during the meeting; and operates and provides troubleshooting support for AV equipment (laptop computers, LCD projectors, and slide projectors) during the meeting. Associate of Arts Degree or higher and at least 5 years experience supporting audio-visual needs for a broad variety of different types and sizes of conferences, meetings, and exhibits. Familiar with set-up and trouble-shooting of all forms of A/V equipment, including laptop connectivity for Internet access for presentations.

# NOVA Research Company

## **Mission Oriented Business Integrated Services (MOBIS)**

**Consolidated Contract SINs: C R422, C R499**

***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—  
Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management***

## **Labor Position Descriptions**

**A/V Technician I:** Arranges with meeting sites for A/V equipment, including table-top microphones and recording equipment, works closely with meeting assistant and meeting manager to obtain all participant A/V needs and agency A/V needs, participates in premeeting walk-throughs of the AV equipment and its operation at the meeting site; receives advance copies of PowerPoint presentations, installs them on a laptop computer, and tests them, both at NOVA and at the meeting site; receives and installs last-minute presentations immediately prior to and during the meeting; and operates and provides troubleshooting support for AV equipment (laptop computers, LCD projectors, and slide projectors) during the meeting. Associate of Arts Degree and at least 2 years experience supporting audio-visual needs for a variety of different types and sizes of conferences, meetings, and exhibits. Familiar with set-up and trouble-shooting of all forms of A/V equipment, including laptop connectivity for Internet access for presentations.

**Senior Graphic Artist IV:** Supervises team of graphic design professionals managing a range of day-to-day graphic arts activities to ensure production of high quality products. Also performs extensive hands-on work, designing specialty materials, developing slide shows, screen shows, multimedia presentations, meeting materials, poster presentations, and updating graphical information for web sites. Reviews, recommends, enhances, and creates charts, graphs, maps, diagrams, text, and illustrations so as to make their meaning clear and readily understandable to target audiences. Takes information and organizes, formats and produces it in a variety of media so that it is communicated effectively. Also a member of web site development team whose role is to redesign, develop, create, maintain, and recommend improvements that will make the web sites more effective in presenting information and recommends ways to make information more informative and accessible to Internet user. Bachelor Degree in Fine Arts or Graphic Arts and at least 15 years of manual and/or computer graphics design experience in a wide variety of informational materials with a broad array of computer graphics design applications, and production printing specifications experience. At least 10 years experience supervising lower-level graphic artists.

**Senior Graphic Artist III:** Supervises team of graphic design professionals managing a range of day-to-day graphic arts activities to ensure production of high quality products. Also performs extensive hands-on work, designing specialty materials, developing slide shows, screen shows, multimedia presentations, meeting materials, poster presentations, and updating graphical information for web sites. Reviews, recommends, enhances, and creates charts, graphs, maps, diagrams, text, and illustrations so as to make their meaning clear and readily understandable to target audiences. Takes information and organizes, formats and produces it in a variety of media so that it is communicated effectively. Also a member of web site development team whose role is to redesign, develop, create, maintain, and recommend improvements that will make the web sites more effective in presenting information and recommends ways to make information more informative and accessible to Internet user. Bachelor Degree in Fine Arts or Graphic Arts and at least 10 years of manual and/or computer graphics design experience in a wide variety of informational materials with a broad array of computer graphics design applications, and production printing specifications experience. At least 7 years experience supervising lower-level graphic artists.

# NOVA Research Company

## **Mission Oriented Business Integrated Services (MOBIS)**

### **Consolidated Contract SINs: C R422, C R499**

### ***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99— Consulting, Facilitation, Surveys & Analysis, Training, Program Integration, Evaluation and Project Management***

## **Labor Position Descriptions**

**Senior Graphic Artist II:** Supervises one or more other graphic design professionals performing a range of day-to-day graphic arts activities to ensure production of high quality products. Also performs extensive hands-on work, designing specialty materials, developing slide shows, screen shows, multimedia presentations, meeting materials, poster presentations, and updating graphical information for web sites. Reviews, recommends, enhances, and creates charts, graphs, maps, diagrams, text, and illustrations so as to make their meaning clear and readily understandable to target audiences. Takes information and organizes, formats and produces it in a variety of media so that it is communicated effectively. Also a member of web site development team whose role is to redesign, develop, create, maintain, and recommend improvements that will make the web sites more effective in presenting information and recommends ways to make information more informative and accessible to Internet user. Bachelor Degree in Fine Arts or Graphic Arts and at least 7 years of manual and/or computer graphics design experience in a wide variety of informational materials with a broad array of computer graphics design applications, and production printing specifications experience. At least 3 years experience supervising lower-level graphic artists.

**Senior Graphic Artist I:** Supervises at least one other graphic design professional performing a range of day-to-day graphic arts activities to ensure production of high quality products. Also performs extensive hands-on work, designing specialty materials, developing slide shows, screen shows, multimedia presentations, meeting materials, poster presentations, and updating graphical information for web sites. Reviews, recommends, enhances, and creates charts, graphs, maps, diagrams, text, and illustrations so as to make their meaning clear and readily understandable to target audiences. Takes information and organizes, formats and produces it in a variety of media so that it is communicated effectively. Also a member of web site development team whose role is to redesign, develop, create, maintain, and recommend improvements that will make the web sites more effective in presenting information and recommends ways to make information more informative and accessible to Internet user. Bachelor Degree in Fine Arts or Graphic Arts and at least 5 years of manual and/or computer graphics design experience in a wide variety of informational materials with a broad array of computer graphics design applications, and production printing specifications experience. At least 1 years experience supervising lower-level graphic artists.

**Graphic Artist III:** Conceptualizes, designs, and develops a wide variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids. Designs other visuals such as logos, mastheads, and illustrations for articles in technical manuals, health journals, and other publications. Develops a system for scheduling and tracking requests for graphics/artwork to insure timely and efficient completion of all work products. Uses advanced desktop publishing, page layout, or typesetting software to design and develop high quality textual and graphic compositions to communicate complex technical information. Bachelor Degree in Fine Arts or Graphic Arts and at least 10 years of computer graphics design experience in a wide variety of informational materials with a broad range of computer graphics applications.

**Graphic Artist II:** Conceptualizes, designs, and develops a variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids. Designs other visuals such as logos, mastheads, and illustrations for articles in technical manuals, health journals, and other publications. Develops a system for scheduling and tracking requests for graphics/artwork to insure timely and efficient completion of all work products. Uses advanced desktop publishing, page layout, or typesetting software to design and develop high quality textual and graphic compositions to communicate complex technical information. Bachelor Degree in Fine Arts or Graphic Arts and at least 5 years of computer graphics design experience in a wide variety of informational materials with a broad range of computer graphics applications.



# NOVA Research Company

## **Mission Oriented Business Integrated Services (MOBIS)**

### **Consolidated Contract SINs: C R422, C R499**

### ***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99— Consulting, Facilitation, Surveys & Analysis, Training, Program Integration, Evaluation and Project Management***

## **Labor Position Descriptions**

**Graphic Artist I:** Designs and develops a variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids. Assist in the design of other visuals such as logos, mastheads, and illustrations for articles in technical manuals, health journals, and other publications. Maintains systems for scheduling and tracking requests for graphics/artwork to insure timely and efficient completion of all work products. Uses desktop publishing, page layout, or typesetting software to develop high quality textual and graphic compositions to communicate technical information. Bachelor Degree in Fine Arts or Graphic Arts and at least 1 year of computer graphics design experience in several informational materials with several computer graphics applications.

**Senior Scientific Writer/Editor III-**Serves as the main point of contact for writing and editorial services to be performed for an assigned task. Meets with agency program official to establish preferred stylistic guidelines, adhering to the GPO Style Manual, Gregg Reference Manual, Agency Correspondence Procedures, or any other guidelines selected by the agency program official to ensure that summaries, transcripts, and other publications are produced in a consistent manner. Participates in planning meetings to develop an understanding of meeting content and types of deliverables needed; attends meetings and takes detailed notes; and works closely with agency staff to draft, review, revise, and finalize required products. Provides notetaking and report preparation support. Also provides document/publication review and editing so that they are grammatically correct within the preferred stylistic guidelines and reflect consistency. Also manages development (literature search/retrieval), writing, formatting, printing, and distribution of scientific publications, resource materials, and annual reports in support of agency needs. Master Degree, preferably in English, History or a related discipline, and at least 10 years experience performing a broad range of writing and editing assignments for government clients, including speeches, press releases, meeting/conference minutes and summaries, and manuals and publications. Must have at least 5 years experience supervising lower-level writers/editors.

**Senior Scientific Writer/Editor II-**Serves as the main point of contact for writing and editorial services to be performed for an assigned task. Meets with agency program official to establish preferred stylistic guidelines, adhering to the GPO Style Manual, Gregg Reference Manual, Agency Correspondence Procedures, or any other guidelines selected by the agency program official to ensure that summaries, transcripts, and other publications are produced in a consistent manner. Participates in planning meetings to develop an understanding of meeting content and the types of deliverables needed; attends meetings and takes detailed notes; and work closely with agency staff to draft, review, revise, and finalize required products. Provides notetaking and report preparation support. Also provides document/publication review and editing so that they are grammatically correct within the preferred stylistic guidelines and reflect consistency. Also managed the development (literature search/retrieval), writing, formatting, printing, and distribution of patient, lay-person, and scientific publications, resource materials, and annual reports in support of agency needs. Master Degree, preferably in English, History or a related discipline, and at least 7 year experience performing a broad range of writing and editing assignments for government clients, including speeches, press releases, meeting/conference minutes and summaries, and manuals and publications. Must have at least 3 years experience supervising lower-level writers/editors.

# NOVA Research Company

## **Mission Oriented Business Integrated Services (MOBIS)**

**Consolidated Contract SINs: C R422, C R499**

***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—  
Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management***

## **Labor Position Descriptions**

**Senior Scientific Writer/Editor I**-Serves as the main point of contact for writing and editorial services to be performed for an assigned task. Meet with the agency program official to establish preferred stylistic guidelines, adhering to the GPO Style Manual, Gregg Reference Manual, Agency Correspondence Procedures, or any other guidelines selected by the agency program official to ensure that summaries, transcripts, and other publications are produced in a consistent manner. Participates in planning meetings to develop an understanding of meeting content and the types of deliverables needed; attends meetings and takes detailed notes; and work closely with agency staff to draft, review, revise, and finalize required products. Provides notetaking and report preparation support. Also provides document/publication review and editing so that they are grammatically correct within the preferred stylistic guidelines and reflect consistency. Also managed the development (literature search/retrieval), writing, formatting, printing, and distribution of patient, lay-person, and scientific publications, resource materials, and annual reports in support of agency needs. Bachelors Degree, preferably in English, History or a related discipline, and at least 5 years experience performing a broad range of writing and editing assignments for government clients, including speeches, press releases, meeting/conference minutes and summaries, and manuals and publications. Must have at least 1 year experience supervising lower-level writers/editors.

**Junior Scientific Writer/Editor III**-Assists senior writer at meetings and conferences in note-taking. Reviews meeting/conference summaries and transcripts for accuracy and completeness. Assists in conducting literature reviews for publications and resource materials. Provides proofreading, editing, and transcription support. Bachelor Degree, preferably in English, History or a related discipline, and at least 5 years experience performing a range of writing and editing assignments for government clients, including at least meeting/conference minutes and summaries and information and/or users manuals.

**Junior Scientific Writer/Editor II**-Assists senior writer at meetings and conferences in note-taking. Reviews meeting/conference summaries and transcripts for accuracy and completeness. Assists in conducting literature reviews for publications and resource materials. Provides proofreading, editing, and transcription support. Bachelor Degree, preferably in English, History or a related discipline, and at least 2 year experience performing a range of writing and editing assignments for government clients, including at least meeting/conference minutes and summaries and information and/or users manuals.

**Junior Scientific Writer/Editor I**-Assists senior writer at meetings and conferences in note-taking. Reviews meeting/conference summaries and transcripts for accuracy and completeness. Assists in conducting literature reviews for publications and resource materials. Provides proofreading, editing, and transcription support. Bachelor Degree, preferably in English, History or a related discipline, and some experience performing writing and editing assignments for government clients.

# NOVA Research Company

## **Mission Oriented Business Integrated Services (MOBIS)**

**Consolidated Contract SINs: C R422, C R499**

***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—  
Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management***

## **Labor Position Descriptions**

**Data Manager III:** Receives, screens and generates data receipt memos and requests for hard copies (if appropriate) for interviewer data submissions. Reviews and applies corrections to interviewer data. Designs, programs, and implements subject/data tracking software systems and trains field data managers in its use. Updates tracking system and data management system applications, as necessary field survey research studies. Tracks submissions of data, data corrections, and data quality control requests from field interviewers and data managers. Functions as primary contact for field data management staff. Responsible for advising field interviewers and data managers on coding, keying, and data management issues and providing technical assistance. Responds to field interviewer or data manager requests for special reports and assists interviewers/data managers in tracking data and resolving data discrepancies. Responsibilities include data screening and tracking, technical assistance to field interviewers/data managers, error reporting, and maintaining documentation of data processing procedures. Screens all incoming data, researches and prepares corrections to field interviewer data, and creates transaction files to be applied to aggregated database. Ensures accuracy of data and corrections fully applied to datasets. Provides technical assistance regarding submission of data, corrections to data, and general data management issues. Supervises and trains data entry (keying/verification) staff and trains field data managers. Bachelor Degree, preferable in an analytical science and at least 10 years of experience working in support of data collection and analysis projects. Must be very knowledgeable in database design, survey data cleaning processes, and multi-site data tracking, data aggregation, and reporting processes and procedures.

**Data Manager II:** Receives, screens and generates data receipt memos and requests for hard copies (if appropriate) for interviewer data submissions. Reviews and applies corrections to interviewer data. Implements subject/data tracking software systems and trains field data managers in its use. Tracks submissions of data, data corrections, and data quality control requests from field interviewers and data managers. Functions as primary contact for field data management staff. Responsible for advising field interviewers and data managers on coding, keying, and data management issues and providing technical assistance. Responds to field interviewer or data manager requests for special reports and assists interviewers/data managers in tracking data and resolving data discrepancies. Responsibilities include data screening and tracking, technical assistance to field interviewers/data managers, error reporting, and maintaining documentation of data processing procedures. Screens all incoming data, researches and prepares corrections to field interviewer data, and creates transaction files to be applied to aggregated database. Ensures accuracy of data and corrections fully applied to datasets. Provides technical assistance regarding submission of data, corrections to data, and general data management issues. Supervises and trains data entry (keying/verification) staff and trains field data managers. Bachelor Degree, preferable in an analytical science and at least 5 years of experience working in support of data collection and analysis projects. Must have some experience in database design, survey data cleaning processes, and multi-site data tracking, data aggregation, and reporting processes and procedures.



# NOVA Research Company

## **Mission Oriented Business Integrated Services (MOBIS)**

**Consolidated Contract SINs: C R422, C R499**

***Schedule 874 SINs: 874-1, 874-2, 874-3, 874-4A, 874-5, 874-6, and 874-99—  
Consulting, Facilitation, Surveys & Analysis, Training, Program Integration,  
Evaluation and Project Management***

## **Labor Position Descriptions**

**Data Manager I:** Assists in receiving, screening, and generating data receipt memos and requests for hard copies (if appropriate) for interviewer data submissions. Reviews and applies corrections to interviewer data. Tracks submissions of data, data corrections, and data quality control requests from field interviewers and data managers. Assists in advising field interviewers and data managers on coding, keying, and data management issues and providing technical assistance. Responds to field interviewer or data manager requests for special reports and assists interviewers/data managers in tracking data and resolving data discrepancies. Responsibilities include data screening and tracking, error reporting, and maintaining documentation of data processing procedures. Screens incoming data, researches and prepares corrections to field interviewer data, and creates transaction files to be applied to aggregated database. Assists in ensuring accuracy of data and that corrections are fully applied to datasets. Assists in training data entry (keying/verification) staff and field data managers. Bachelor Degree, preferable in an analytical science and at least 2 years of experience working in support of data collection and analysis projects. Must have some experience in survey data cleaning processes, and data tracking, data aggregation, and reporting processes and procedures.

# NOVA Research Company

**General Purpose Commercial Information Technology Equipment, Software, and Services**

**Consolidated Contract SINs: C D302, C D306, C D308, C D399**

***Schedule 70 SINs: 132-32, 132-33, 132-34, 132-51, and 132-52—***

***Systems Analysis and Design, Systems Development and Programming***

## **Labor Position Descriptions**

**Program Director/Deputy:** Organizes, directs and manages contract services; obtains staff; serves as a liaison among contractor's corporate management, project/task managers and agency's/institute's contract and program officers; has ultimate responsibility for contractor resources and the accomplishment of all tasks assigned under the contract. Authorized to negotiate and make binding decisions on behalf of the company, including signatory authority. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work, supervising personnel and communicating policies, purposes, and goals to subordinates. Responsible for overall contract. Masters Degree and at least 15 years of demonstrated successful government contract management and performance experience.

**Project Manager:** Serves as manager for large, complex programs with centralized, multiple task orders support requirements. Manages substantial organizational information technology services contract support activities. Organizes, directs, and coordinates planning and production of all contractor's service activities. Demonstrated experience for oral and written communications with all levels of management for planning and control of projects. Interfaces with agency management personnel, agency other contractors staffs, and other cognizant agency officials. Capable of meeting in conference with agency program managers and stating problems in a form capable of being solved. Formulates and reviews project plans, determines cost, and ensures conformance to work standards. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work, supervising contractor personnel and communicating policies, purposes, and goals of the task(s) to subordinates. Assigns, schedules, and reviews work of subordinates. Able to evaluate proposed task order requirements and activities to determine technical feasibility with government specified technologies, cost for implementation and operation, as well as functional adequacy. Demonstrated ability to manage a team composed of systems analysts, systems programmers, computer programmers, data analysts, web designers and application developers, meetings technicians and other technical specialists in developing and implementing a broad variety of programmatic components. Masters Degree and at least 10 years of government contract management and performance experience.

**Information Technology Task Manager:** Serves as task manager for a large or small, single task order and assists the Program Manager in working with government personnel. Under the guidance of the Program Manager, is responsible for management of a specific task order and ensuring that the technical requirements and schedules in the task order are being fully supported in a timely manner. Manages and controls substantial (e.g., multi-system, and/or multifunction) systems, programming requirements, and operational support for assigned tasks. Manages assigned programming and systems contract staff supporting. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all the contractor's personnel support activities. Assigns, schedules, and reviews work of subordinates. Management functions consist of user support, computer/network operations, systems maintenance, data entry, production control, operating system software analysis, and support tasks and activities performed by the contractor's staff. Plans, directs, controls, schedules, coordinates, and organizes utilization and management of tasks. This also includes security, both physical facility and hardware and software systems, and applications; monitoring of usage, and recommending methodology for more efficient utilization. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Bachelor Degree and at least 5 years of government contract performance experience.

**Meetings & Graphics Task Manager:** Serves as manager for large or small, meetings, conferences, or other similar event task orders and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned meeting technicians, A/V technicians, graphic artists, and related support services contract staff. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all personnel support activities. Assigns, schedules, and reviews work of subordinates. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Bachelor's Degree and at least 10 years of government meetings and conferences logistics contract performance experience.

# NOVA Research Company

**General Purpose Commercial Information Technology Equipment, Software, and Services**

**Consolidated Contract SINs: C D302, C D306, C D308, C D399**

***Schedule 70 SINs: 132-32, 132-33, 132-34, 132-51, and 132-52—***

***Systems Analysis and Design, Systems Development and Programming***

## **Labor Position Descriptions**

**Programming & Statistical Analysis Task Manager:** Serves as manager for a large or small primarily computer programming or statistical analysis task order and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for the overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned programmers or data analyst contract staff. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all personnel support activities. Assigns, schedules, and reviews work of subordinates. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Masters Degree in computer science or statistics or related discipline and at least 10 years of government support computer programming or statistical analysis contract experience.

**Data Management Task Manager:** Serves as manager for large or small, data management task orders and assists the Project Manager in working with government personnel. Under guidance of the Project Manager, is responsible for the overall management of a specific task order and ensuring that technical requirements and schedules in the task order are fully supported in a timely manner. Manages assigned survey designers, survey developers, survey interviewers, survey analysts, and data management specialists. Organizes, directs, and coordinates estimating, planning, conducting, producing, monitoring, and reporting of all personnel support activities. Assigns, schedules, and reviews work of subordinates. Plans, directs, controls, schedules, coordinates, and organizes utilization and management of task resources. This includes data/hardware security, both physical and software systems, monitoring of resources usage, and recommending methods for more efficient utilization. Evaluates alternatives for more efficient and effective accomplishment of work; establishes procedures, and develops documentation. Interfaces with agency management and technical staffs. Bachelor's Degree and at least 10 years of government data management support contract performance experience.

**Computer Programmer III** Provides high level expertise in developing complex software applications involving new technologies, methods, concepts, or approaches. Based on functional and conceptual design specifications, develops diagrammatic plans and design logic required to implement computer programs, IT systems and procedures in support of technical, administrative and information management functions and operations. Analyzes specification developed by a Systems Analyst for such factors as type and extent of information to be processed, designs detailing logic flow diagrams and program code instructions. Verifies accuracy and validity of programs by preparing sample test data and test plans; corrects program errors by revising instructions; modifies programs when required by changes in procedures and reports desired. Performs above duties under general supervision. Provides detailed instructions and program design specification to intermediate level programmers assigned to a task team, and closely supervises their performance. Bachelor Degree, preferably in Computer Science, and at least 10 years of computer programming requirements analysis, design, development, implementation, testing, and documentation experience in 4GL applications.

**Computer Programmer II** Provides programming services in developing relatively complex applications using standard approaches or less complex systems using new approaches. Able to independently design and develop an entire specific application or system module component and to review and process output for validity and accuracy. Bachelor Degree and at least 5 years of computer programming experience in 4GL application design and development.

**Computer Programmer I** Provides entry-level programming support using standard approaches. Studies application requirements and develops all levels of block diagrams and logic flow charts. Translates specifications into a program of coded instructions used by the computer. Tests, checks, debugs, revises and refines programs as required, to produce deliverables required by written specifications. Additionally, documents all procedures used throughout the program to allow the program to be run as part of a system, and completes application documentation to enable a subsequent programmer to make changes as may be required. Able to revise existing programs to make refinements, increase operating efficiency or improve present techniques. Bachelor Degree and at least 1 year of computer programming experience in 4GL application refinement and enhancement.

# NOVA Research Company

## General Purpose Commercial Information Technology Equipment, Software, and Services

**Consolidated Contract SINs: C D302, C D306, C D308, C D399**

***Schedule 70 SINs: 132-32, 132-33, 132-34, 132-51, and 132-52—***

***Systems Analysis and Design, Systems Development and Programming***

### Labor Position Descriptions

**Computer/Statistical Assistant IV**-Prepares, creates designs, develops, and maintains spreadsheets, reports, and records. Develops presentation quality charts and graphs. Maintains inventory of hardware/software. Assists with setting up spreadsheets including entering column and row titles, defining cell formats, etc. Operates automated word processing, spreadsheet, and database computer applications to record and store survey, statistical, and textual information for immediate or future revision, insertions, deletions and subsequent reproduction of reports and documents. Using rough drafts or printed copy as a source document, uses independent judgement to key in specific commands to automated word processing system to achieve required formats of textual material including paging, indentation, spacing, selection of character fonts, and insertions of heading. Using draft copies of a manuscript, may also assist in proofreading and correction of syntactical and grammatical errors. Performs scanning operations including setup, managing, indexing and marking. Bachelor's Degree and at least 5 year of computer/statistical analysis assistance and data management experience.

**Computer/Statistical Assistant III**-Prepares, develops, and maintains spreadsheets, reports, and records. Develops presentation quality charts and graphs. Maintains inventory of hardware/software. Assists with setting up spreadsheets including entering column and row titles, defining cell formats, etc. Operates automated word processing, spreadsheet, and database computer applications to record and store survey, statistical, technical, and textual information for immediate or future revision, insertions, deletions and subsequent reproduction of reports and documents. Using drafts or printed copy as a source document, keys in specific commands to automated word processing system to achieve required formats of textual material including paging, indentation, spacing, selection of character fonts, and insertions of heading. Using draft copies of a manuscript, assist in proofreading and corrections of syntactical and grammatical errors. Performs scanning operations including setup, managing, indexing and marking. Bachelor's Degree and at least 2 years of experience or Associate of Arts Degree and at least 5 year of computer/statistical analysis assistance and data management experience.

**Computer/Statistical Assistant II**-Maintains spreadsheets, reports, and records. Develops preliminary charts and graphs. Maintains inventory of hardware/software. Assists with setting up spreadsheets including entering column and row titles, defining cell formats, etc. Using drafts or printed copy as a source document, keys in specific commands to achieve required formats of textual material including paging, indentation, spacing, selection of character fonts, and insertions of heading. Using draft copies of a manuscript, assists in correction of syntactical and grammatical errors. Bachelors Degree and some experience or Associate of Arts Degree and at least 3 year of computer/statistical assistance experience.

**Computer/Statistical Assistant I**- Maintains spreadsheets, reports, and records. Develops preliminary charts and graphs. Maintains inventory of hardware/software. Assists with setting up spreadsheets including entering column and row titles, defining cell formats, etc. Using drafts or printed copy as a source document, keys in specific commands to achieve required formats of textual material including paging, indentation, spacing, selection of character fonts, and insertions of heading. Using draft copies of a manuscript, assists in correction of syntactical and grammatical errors. Associate of Arts Degree and at least 1 year of computer assistance experience.

**Data Analyst III** Provides high level expertise in information modeling, requirement analysis and facilitation using methodologies such as Integrated Computer Aided Manufacturing DEFinition (IDEF). Performs analysis to develop fully attributed logical and physical information (data) and business process models following IDEF methodologies. Gathers requirements using Joint Application Design (JAD) facilitation techniques in order to collect and define data. Process requirements necessary to support complex large scale and/or decision support systems. Use modeling tools and repositories to effectively and efficiently define and manage the gathering/dissemination of data and business process requirements. Use information gathered to develop database specifications. Designs relational database schemas to support large-scale, mid-tier clients/server, or web-based applications. Use on-line Analytical Processing (OLAP) tools and techniques to effectively implement and manage a data warehouse. Master Degree in Computer Science and at least 5 years of computer modeling, requirements analysis, database design and optimization, and application programming experience.

# NOVA Research Company

**General Purpose Commercial Information Technology Equipment, Software, and Services**

**Consolidated Contract SINs: C D302, C D306, C D308, C D399**

***Schedule 70 SINs: 132-32, 132-33, 132-34, 132-51, and 132-52—***

***Systems Analysis and Design, Systems Development and Programming***

## **Labor Position Descriptions**

**Data Analyst II** Provides medium level expertise in information modeling, requirement analysis and facilitation using methodologies such as IDEF. Performs analysis to develop fully attributed logical and physical information (data) and business process models following IDEF methodologies. Gather requirements using JAD facilitation techniques in order to collect and define data. Process requirements necessary to support client/server or web-based applications. Use modeling tools and repositories to effectively and efficiently define data and business process requirements. Designs relational database schemas for large-scale client/server or web-based applications that reside on database management system. Performs work that is reviewed in timely intervals as defined by the senior data analyst. Provide deliverables within the time frames defined by appropriate personnel and reviewed often enough to ensure time frames and quality standards are met. Bachelor Degree in Computer Science and at least 3 years of information modeling, requirements analysis and database design experience.

**Data Analyst I** Provides low level expertise in information modeling and requirement analysis. Performs analysis to develop fully attributed logical information (data) and business process models following standard methodologies. Perform logical database designs (5-7 entities) to support development of database schemas necessary to support small applications that reside on database management systems. Performs work with day-to-day supervision or guidance. Prepares deliverables in an iterative fashion that are reviewed until production ready and provided within the time frames defined by appropriate personnel. Bachelor Degree and at least 1 year of information modeling, requirements analysis and database design experience.

**Data Entry Operator II** Work from various source documents that may have been coded and that may require additional selecting, coding, or interpreting of data to be entered. Such work may require the application of experience and judgement in selecting procedures to be followed and in searching for, interpreting, selecting, or coding items to be entered from a variety of source documents. Operates keyboard controlled data entry device to transcribe data into a form suitable for computer processing. Operates word processing equipment to compile, type, revise, combine, edit, print and store documents. Reads instructions accompanying material, or follows verbal instructions to determine format and content required. Checks completed document on screen for spelling errors, using software. Proofreads and edits document for grammar, spelling, punctuation and format. This work may also include hand correcting of data entry information. Verify or perform work involved in abstracting and/or coding information from schedules, questionnaires, reports, documents, and other written or printed material according to instructions and related codes involving words, numerical and alphabetical symbols. Work may entail formatting source material into documents such as reports, conference materials, or presentation handouts. As part of the process of handling the materials involved in data to be entered and maintained in computer files, this position may involve: opening, sorting, marking, tabulating, and filing various documents. Associate of Arts Degree and at least 4 years of data entry/verification experience.

**Data Entry Operator I** Work from various source documents that may have been coded and that may require additional selecting, coding, or interpreting of data to be entered. Such work may require the application of experience and judgement in selecting procedures to be followed and in searching for, interpreting, selecting, or coding items to be entered from a variety of source documents. Operates keyboard controlled data entry device to transcribe data into a form suitable for computer processing. Operates word processing equipment to compile, type, revise, combine, edit, print and store documents. Reads instructions accompanying material, or follows verbal instructions to determine format and content required. Checks completed document on screen for spelling errors, using software. Proofreads and edits document for grammar, spelling, punctuation and format. This work may also include hand correcting of data entry information. Verify or perform work involved in abstracting and/or coding information from schedules, questionnaires, reports, documents, and other written or printed material according to instructions and related codes involving words, numerical and alphabetical symbols. Work may entail formatting source material into documents such as reports, conference materials, or presentation handouts. As part of the process of handling the materials involved in data to be entered and maintained in computer files, this position may involve: opening, sorting, marking, tabulating, and filing various documents. Associate of Arts Degree and at least 1 year of data entry/verification experience.



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### Labor Position Descriptions

**Database Specialist II** Able to communicate with management, technicians, and end-users to evaluate needs prior to development of an automated solution. Able to perform data storage, security, integrity, and performance management functions for Database Management Systems (DBMS) supported. Capable of preparing detailed reports which might include system requirements such as concurrent usage factors, data storage requirements, response rates, and discuss procedures for processing data through the use of DBMSs including relational data bases. Able to discuss justifications for selection of mainframes, mini-computers or microcomputers as host for proposed system. Knowledgeable of available equipment environment to determine technical approaches, and to formulate appropriate solutions. Familiar with data structures, data structure within a DBMS, as well as methods for defining data relationships. Able to evaluate data base design tradeoffs, performance levels, and space allocation requirements. Knowledgeable of data warehouse, data marts, metadata registries, and scanning operations. Bachelor Degree and at least 5 years of information requirements analysis, database design, and database implementation and optimization experience.

**Database Specialist I** Able to communicate with management, technicians, and end-users to evaluate need prior to development of an automated solution. Able to perform data storage, security, integrity, and performance management functions for Database Management Systems (DBMS) supported. Capable of preparing detailed report which might include system requirements such as concurrent usage factors, data storage requirements, response rates, and discuss procedures for processing data through the use of DBMS including relational data bases. Able to discuss justifications for selection of mainframes or microcomputers as host for proposed system. Knowledgeable of available equipment environment to determine technical approaches, and to formulate appropriate solutions. Familiar with data structures, data structure within a DBMS, as well as the methods for defining data relationships. Able to evaluate data base design tradeoffs, impacts on user expectations, performance levels, and space allocation requirements. Bachelor Degree and at least 1 year of information needs analysis, database needs assessment documentation, and database implementation experience.

**Graphics Specialist IV:** Uses skills in graphics design, document layout, and web site design in support of all of graphics projects. Expert user of a wide variety of desktop publishing, graphics, web page creation, and multimedia software applications, including Photoshop, QuarkXPress, PageMaker, Illustrator, FreeHand, MacroMedia Director, Painter, ColdFusion, PageMill, FrontPage, Premiere, PowerPoint, Excel, and Word. Bachelor's Degree in Fine Arts or Graphic Arts, and at least 10 years experience in graphics design and implementation for a broad range of different types, forms, and content for government and commercial organization web sites. Experienced in applying Federal usability and accessibility standards for special populations.

**Graphics Specialist III:** Uses skills in graphics design, document layout, and web site design in support of all of web-based projects. Expert user of a wide variety of desktop publishing, graphics, web page creation, and multimedia software applications, including Photoshop, QuarkXPress, PageMaker, Illustrator, FreeHand, MacroMedia Director, Painter, ColdFusion, PageMill, FrontPage, Premiere, PowerPoint, Excel, and Word. Bachelor Degree in Fine Arts or Graphic Arts, and at least 6 years experience in graphics design and implementation for a broad range of different types, forms, and content for government and commercial organization web sites. Experienced in applying Federal usability and accessibility standards for special populations.

**Graphics Specialist II:** Uses skills in graphics design, document layout, and web site design in support of web-based projects. Experienced user of a variety of desktop publishing, graphics, web page creation, and multimedia software applications, such as Photoshop, QuarkXPress, Illustrator, FreeHand, MacroMedia Director, FrontPage, PowerPoint, Excel, and Word. Bachelor Degree in Fine Arts or Graphic Arts, and at least 3 years experience in graphics design and implementation for at least several different types, forms, and content for government or commercial organization web sites. Understanding and some basic experience in applying Federal usability and accessibility standards for special populations.

**Graphics Specialist I:** Uses skills in graphics design, document layout, and web site design to assist in supporting web-based projects. Some experience in a variety of desktop publishing, graphics, web page creation, and multimedia software applications. Bachelor Degree in Fine Arts or Graphic Arts, and at least 1 year experience assisting other Graphics Specialists in graphics design and implementation for organization web sites. Basic understanding of Federal usability and accessibility standards for special populations.

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### Labor Position Descriptions

**Meeting Support Technician III-** Provides meeting and administrative support under Meetings Task Manager's direction. Duties may include: preparing and mailing meeting materials, assisting in arranging for transcription services, tracking hotel reservations and confirmations, providing assistance for special requests that require data entry. Support may also include using the Internet to identify potential meeting and lodging facilities and summarizing site recommendations (e.g., researching meeting facilities throughout the country on behalf of the agency); arranging travel support for participants; obtaining information on hotel meeting packages and AV services; coordinating rooming lists and parking arrangements with meeting facilities; arranging for ground transportation (shuttles, taxi services); researching local recording/transcription firms; preparing packets with maps and information on local restaurants and tourist sites; and providing onsite registration and administrative support. Bachelors Degree and at least 5 years experience supporting a variety of different types of logistics for a range of different types and sizes of conferences, meetings, and exhibits.

**Meeting Support Technician II-** Provides meeting and administrative support under Meetings Task Manager's direction. Duties may include: preparing and mailing meeting materials, assisting in arranging for transcription services, tracking hotel reservations and confirmations, providing assistance for special requests that require data entry. Support may also include using the Internet to identify potential meeting and lodging facilities and summarizing site recommendations (e.g., researching meeting facilities throughout the country on behalf of the agency); arranging travel support for participants; obtaining information on hotel meeting packages and AV services; coordinating rooming lists and parking arrangements with meeting facilities; arranging for ground transportation (shuttles, taxi services); researching local recording/transcription firms; preparing packets with maps and information on local restaurants and tourist sites; and providing onsite registration and administrative support. Bachelors or Associate of Arts Degree and at least 3 years experience supporting a variety of different types of logistics for a range of different types and sizes of conferences, meetings, and exhibits.

**Meeting Support Technician I-** Provides meeting and administrative support under Meetings Task Manager's direction. Duties may include: preparing and mailing meeting materials, tracking hotel reservations and confirmations, providing assistance for special requests that require data entry. Support may also include arranging travel support for participants; obtaining information on hotel meeting packages and AV services; arranging for ground transportation (shuttles, taxi services); assembling packets with maps and information on local restaurants and tourist sites; and providing onsite registration and administrative support. Associate of Arts Degree and at least 1 year experience supporting different types of logistics for meetings.

**Network Specialist III-** Provides support for data networks primarily using utility file servers and servers such as Novell-based or NT-based file and print servers, UNIX, Exchange, and Application servers. Provides technical assistance to other network and LAN staff as required. Coordinates work efforts with network staff, LAN administrators, and vendors as applicable for optimum efficiency. Work conforms to all agency and other federal government standards and requirements for network systems and security. Technical assistance to other network and LAN staff as required. Coordinates work efforts with network staff, LAN administrators, and vendors as applicable for optimum efficiency. Work conforms to all agency and other federal government standards and requirements for network systems and security. Bachelor Degree and at least 10 years of network design and implementation experience in at least Novell and Windows NT LAN systems architectures.

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### Labor Position Descriptions

**Scientific Data Manager III:** Receives, screens and generates data receipt memos and requests for hard copies (if appropriate) for interviewer data submissions. Reviews and applies corrections to interviewer data. Designs, programs, and implements subject/data tracking software systems and trains field data managers in its use. Updates tracking system and data management system applications, as necessary field survey research studies. Tracks submissions of data, data corrections, and data quality control requests from field interviewers and data managers. Functions as primary contact for field data management staff. Responsible for advising field interviewers and data managers on coding, keying, and data management issues and providing technical assistance. Responds to field interviewer or data manager requests for special reports and assists interviewers/data managers in tracking data and resolving data discrepancies. Responsibilities include data screening and tracking, technical assistance to field interviewers/data managers, error reporting, and maintaining documentation of data processing procedures. Screens all incoming data, researches and prepares corrections to field interviewer data, and creates transaction files to be applied to aggregated database. Ensures accuracy of data and corrections fully applied to datasets. Provides technical assistance regarding submission of data, corrections to data, and general data management issues. Supervises and trains data entry (keying/verification) staff and trains field data managers. Bachelor Degree, preferable in an analytical science and at least 10 years of experience working in support of data collection and analysis projects. Must be very knowledgeable in database design, survey data cleaning processes, and multi-site data tracking, data aggregation, and reporting processes and procedures.

**Scientific Data Manager II:** Receives, screens and generates data receipt memos and requests for hard copies (if appropriate) for interviewer data submissions. Reviews and applies corrections to interviewer data. Implements subject/data tracking software systems and trains field data managers in its use. Tracks submissions of data, data corrections, and data quality control requests from field interviewers and data managers. Functions as primary contact for field data management staff. Responsible for advising field interviewers and data managers on coding, keying, and data management issues and providing technical assistance. Responds to field interviewer or data manager requests for special reports and assists interviewers/data managers in tracking data and resolving data discrepancies. Responsibilities include data screening and tracking, technical assistance to field interviewers/data managers, error reporting, and maintaining documentation of data processing procedures. Screens all incoming data, researches and prepares corrections to field interviewer data, and creates transaction files to be applied to aggregated database. Ensures accuracy of data and corrections fully applied to datasets. Provides technical assistance regarding submission of data, corrections to data, and general data management issues. Supervises and trains data entry (keying/verification) staff and trains field data managers. Bachelor Degree, preferable in an analytical science and at least 5 years of experience working in support of data collection and analysis projects. Must have some experience in database design, survey data cleaning processes, and multi-site data tracking, data aggregation, and reporting processes and procedures.

**Scientific Data Manager I:** Assists in receiving, screening, and generating data receipt memos and requests for hard copies (if appropriate) for interviewer data submissions. Reviews and applies corrections to interviewer data. Tracks submissions of data, data corrections, and data quality control requests from field interviewers and data managers. Assists in advising field interviewers and data managers on coding, keying, and data management issues and providing technical assistance. Responds to field interviewer or data manager requests for special reports and assists interviewers/data managers in tracking data and resolving data discrepancies. Responsibilities include data screening and tracking, error reporting, and maintaining documentation of data processing procedures. Screens incoming data, researches and prepares corrections to field interviewer data, and creates transaction files to be applied to aggregated database. Assists in ensuring accuracy of data and that corrections are fully applied to datasets. Assists in training data entry (keying/verification) staff and field data managers. Bachelor Degree, preferable in an analytical science and at least 2 years of experience working in support of data collection and analysis projects. Must have some experience in survey data cleaning processes, and data tracking, data aggregation, and reporting processes and procedures.



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### **Labor Position Descriptions**

**Systems Analyst III** Provides high level expertise in developing complex software applications involving new technologies, methods, concepts or approaches. Provides supervisory, technical, and administrative direction for personnel performing software development tasks, including review of work products for correctness, adherence to design concept and to user standards, and progress in accordance with schedules. Coordinates with Program Manager and agency officials to ensure problem resolution and user satisfaction. Prepares and delivers presentations on the system concept to colleagues, subordinates and user representatives. Formulates statements of management, scientific and business problems, and devises procedures for solution of problems by use of automated data processing and information technologies. Applying analytical skills and a variety of IT technology, performs required analysis of information management and data requirements, of practical alternative approaches, and design of IT systems. With the assistance of other analysts and programmer/analysts, also develops test plans, procedures and data, and evaluates system effectiveness and efficiency. Manages and directs project teams composed of IT specialists, analysts, and programmers. Meets with Project Officer or technical representative and other cognizant personnel to review requirements, discuss technical approaches, and to formulate plans for technical support. Performs required detail analysis of information management and data requirements. Performs system development activities, design configuration management as needed. Bachelor or Master Degree in Computer Science and at least 10 years of high-level systems design and implementation experience. At least 3 years experience supervising system analysts, programmers, and database specialists.

**Systems Analyst II** Provides development services for relatively complex applications using standard approaches or less complex systems using new approaches. Analyzes requirements for IT support. Designs and develops a data system to accomplish system required functions in an optimum manner. Develops plans for IT systems from project inception to conclusion. Analyzes the problem and the information to be processed. Defines the problem in writing. Specifies computer programs and functions that meet the system design with efficiency and ease of maintenance. Develops computer programs in a suitable language in conformance with programming standards. Provides technical guidance to other project members and serves as task leader on smaller tasks. Additionally, designs programs and prepares flow charts and diagrams that indicate mathematical computation and sequence of machine operations. Also verifies accuracy and completeness of programs by preparing sample data and coordinating test runs made by operating personnel. Correct program errors by revising instructions or altering operating run procedures. Evaluates and modifies existing programs to take into account changes in procedures or type of reports desired. May be required to use concepts generally associated with fourth generation equipment and languages. Performs system development activities, design configuration management as needed. Bachelor Degree in Computer Science and at least 5 years of systems design and implementation experience.

**Systems Analyst I** Provides entry level systems development support using standard approaches. Devises and prepares layouts for computer systems requirements and develops procedures to process data by means of IT equipment. Confers with other technical personnel to determine problems and type of data to be processed. Analyzes a problem in light of equipment capability to determine technical approach. Formulates solutions to identified/software needed for their solution. Writes specifications for each program or portion thereof. May be required to develop and implement applications utilizing mathematical and statistical formula. Performs system development activities, design configuration management as needed. Bachelor Degree and at least 2 years of systems requirements analysis, assisting with system design, and applications programming, installation and implementation experience.

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### Labor Position Descriptions

**Systems Programmer III** Provides high level of experience and expertise in implementing and maintaining VMS, UNIX, or other operating system software, new hardware technology, methods, concepts or approaches. Provides technical and administrative direction for personnel performing systems programming tasks at lower skill levels, including review of work products for correctness, adherence to standards, and for progress in accordance with schedules. Maintains knowledge of technological advances in both hardware and systems software, awareness of other software efforts being planned, and makes recommendations for implementation of system software changes. Performs detailed software and hardware monitoring as needed. On the basis of studies conducted, makes recommendations in the area of systems standards and procedures, and all changes to system software and hardware configurations to achieve near optimum overall system performance and effectiveness. Plans and carries out installation and unit testing of highly complex operating systems, communications software, utility programs, language compilers, data management software, and other general use programs. Bachelor or Master Degree in Computer Science and at least 10 years of high-level systems programming, implementation experience. At least 3 years experience supervising systems programmers.

**Systems Programmer II** Provides expertise in planning, installing, maintaining, tuning, developing and using large and highly complex programs that comprise major segments of mainframe OS, UNIX operating software or other operating systems software, which may include operating system control programs, online interactive systems, production management systems, data storage management systems, computer hardware reliability tracking systems, computer resource accounting systems, security software, etc. Troubleshoots problems and implements changes in assigned area. Diagnoses system failures to isolate the source of problem between hardware, system software, and application software. Modifies code as required when problem is determined to be in assigned area of responsibility and advises responsible software vendor, as appropriate. Works with software vendors to document problems and develop/implement problem resolutions. Investigates factors such as amount of storage consumed, access time statistics, CPU utilization, unusual problems encountered, and recommends changes and improvements in areas of responsibility. Consults with and provides guidance to application programmers and/or end-users in the use of system software components, job control language, and procedures. Develops guidelines, written recommendations, and standard operating procedures in the use of assigned system software components. Bachelor Degree and at least 5 years of systems and applications programming and trouble-shooting experience.

**Systems Programmer I** Installs, maintains, and performs modification tasks for assigned segments of systems software. Troubleshoots problems occurring in assigned software. Diagnoses systems failures to isolate source of assigned software and/or notifies responsible software vendor, as appropriate. Maintains a sample set of programs that can be used to test the effects of modifications to assigned systems software. Bachelor Degree and at least 2 years of systems and applications programming experience.

**Technical Information Specialist III**-Performs work concerned with analyzing, summarizing, and coding the intellectual content of specialized information and developing findings and conclusions, including acquisition, analysis of subject content of the documents acquired, indexing and preparation of abstracts or extracts. Develops thesauri, list of descriptions, subject heading lists, etc. Analyzes questions from users and performs literature searches; prepares replies in the form of documents, bibliographies, or specific answers to query. Directs, administers, or coordinates technical information services related to market research and public opinion services. Work may include the special techniques, methods, and devices of a semi- or fully-automated documentation system. Masters Degree, preferable in Library Science or related discipline and at least 10 years of experience conducting literature searches, preparing abstracts, and coding published literature.

**Technical Information Specialist II**- Performs work concerned with analyzing, summarizing, and coding the intellectual content of specialized information and developing findings and conclusions, including acquisition, analysis of subject content of the documents acquired, indexing and preparation of abstracts or extracts. Develops thesauri, list of descriptions, subject heading lists, etc. Analyzes questions from users and performs literature searches; prepares replies in the form of documents, bibliographies, or specific answers to query. Directs, administers, or coordinates technical information services related to market research and public opinion services. Work may include the special techniques, methods, and devices of a semi- or fully-automated documentation system. Bachelors Degree, preferable in Library Science or related discipline and at least 5 years of experience conducting literature searches, preparing abstracts, and coding published literature.

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**Technical Information Specialist I** Assists in analyzing, summarizing, and coding intellectual content of specialized information, including acquisition, indexing and preparation of abstracts or extracts. Assists in developing thesauri, list of descriptions, subject heading lists, etc. Assists in performing literature searches; prepares replies in the form of documents, bibliographies, or specific answers to query. Assists in coordinating technical information services related to market research and public opinion services. Bachelors Degree and at least 1 year of experience conducting literature searches, preparing abstracts, and coding published literature.

**Technical Writer/Documentation Specialist** Provides technical writing for program and operational documentation. Provides documentation in presentation-ready quality output using advanced word processing or desk top publishing software. Bachelor Degree, preferable in English, History, or Philosophy and at least 3 years of experience performing technical writing and producing operational documentation.

**Quality Assurance and Quality Control (QA/QC) Specialist** Provides an overall management function that determines, defines, and implements QA/QC policies, programs, and procedures, to data management, analytic, and programming activities and products. Uses analytical tools to quantitatively measure quality, reports on findings, and makes recommendations on changes to meet specifications and quality standards. Bachelor Degree and at least 3 years of demonstrated QA/QC experience, including design and implementation of QA/QC policy and procedures in the information technology field.

**Tester** Participate in system design efforts. Produce test plan documents for client/server applications. Create test requirements documents. Create and run test scripts. Compile test scripts into test procedures. Run regression tests. Complete manual checklists for client/server applications. Track status of defects. Create manual test scripts for applications. Coordinate distribution of applications. Provide quality assurance testing for custom systems to ensure development and distribution of quality products. Assists with roll-out of systems documentation. Develop formal application test plans and test requirements documents as required. Develop automated test scripts and test procedures using client/server testing tool. Produce manual checklists document as required. Produce lists of defects that are to be resolved and incorporated into future releases of the application, as required. Communicate with analysts and programmers about formal testing plans, problems, and results. Develop technical documentation and reports. Bachelor Degree and at least 3 years of experience developing test procedures, performing computer application/system testing, and developing technical documentation and test reports.

**Training Specialist II** Proficient with all LAN based software available to users particularly administrative office systems. Conducts research necessary to develop and revise training courses and prepares appropriate training catalogs. Maintains relationship with users to continually determine training and user support needs. Develops all instructor and student materials. Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provides daily supervision and direction to training and user support staff. Using extensive knowledge of LAN based software, supports users of information systems following the established organizational procedures, and provides documented user support databases. Designs and implements user support help systems for applications developed in-house. Bachelor Degree and at least 5 years of experience preparing training curriculum, training manuals and related materials, and conducting formal classroom courses, workshops. At least 2 years experience supervising trainers and user support staff.

**Training Specialist I** Formulates statements of training problems based on needs assessment, and devises procedures for the solution of these problems using proven training techniques. Designs, develops, and implements the curriculum. Evaluates and selects appropriate training techniques and media. Develops training evaluation methods, and conducts training sessions. Proficient with all LAN-based software available to users, including those developed in-house, formulates statements of training based on needs assessment, and devises procedures for solutions using proven training techniques. Designs, develops, and implements the curriculum. Develops training evaluation methods, prepares student and instructor materials, and conducts training sessions. Using knowledge of software applications, supports users of information systems following established procedures, and provides documented user support database(s). Bachelor Degree and at least 2 years of experience performing preparing training manuals and related materials and conducting formal classroom courses, workshops.

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## **Labor Position Descriptions**

**User Support Specialist III** Supports users of information systems as well as resolving user account and LAN access problems by triaging calls, researching complex problems and questions, responding with answers or interventions, providing on site assistance, tracking calls, analyzing call data for trends and common system problems, and evaluating the quality of information systems through user support call data. May serve as Help Desk Manager providing daily supervision and direction to staff who are responsible for phone and in-person support to users. These personnel serve as the first point of contact for troubleshooting, software, networks, peripherals, etc. problems. May act as a resource for solutions for more complex questions presented by escalation procedures from User Support Specialist I and II. Provides technical writing for program and operational documentation. Provides documentation in presentation-ready quality output using advanced word processing or desk top publishing software. The User support could encompass workstations running Windows 2000, Windows NT, Unix OS, or Macintosh OS, or as required by the task. Bachelor Degree and at least 10 years of experience in providing a broad range of user support services including application and systems trouble-shooting, training, evaluating information systems performance from a user's perspective, manning and managing Help Desk operations, and preparing FAQ manuals. At least 3 years experience supervising lower-level user support specialist and managing user support procedures and activities.

**User Support Specialist II** Supports users of information systems as well as resolving user account and LAN access problems by triaging calls, researching moderately complex problems and questions, responding with answers and interventions, providing on site assistance, tracking calls, analyzing call data for trends and common system problems, and evaluating the quality of information systems through user support call data. May serve in help desk capacity providing phone and in-person support to users in the areas of software, peripherals, etc. problems; and serves as the initial point of contact for troubleshooting and resolving these problems. Provides technical writing for program and operational documentation. Provides documentation in presentation-ready quality output using advanced word processing or desk top publishing software. The User support could encompass Page 16 of 16 workstations running Windows 2000, Windows NT, Unix OS, or Macintosh OS or as required by the task. Bachelor Degree and at least 5 years of experience in providing a broad range of user support services, manning Help Desk operations, and preparing FAQ and other technical user support manuals.

**User Support Specialist I** Supports users of information systems by triaging calls, researching standard and less complex problems and questions, responding with answers or interventions, providing on site assistance, tracking calls, and analyzing call data for trends and common system problems. May serve in help desk capacity providing phone and in-person support to users in the areas of software, peripherals, etc. problems; and serves as the initial point of contact for troubleshooting and resolving these problems. The user support could encompass workstations running Windows 2000, Windows NT, Unix OS, Macintosh OS, or as required by the task. Associate of Arts Degree and at least 1 year of experience in providing user support services, manning Help Desk operations, and preparing technical user support materials and manuals.