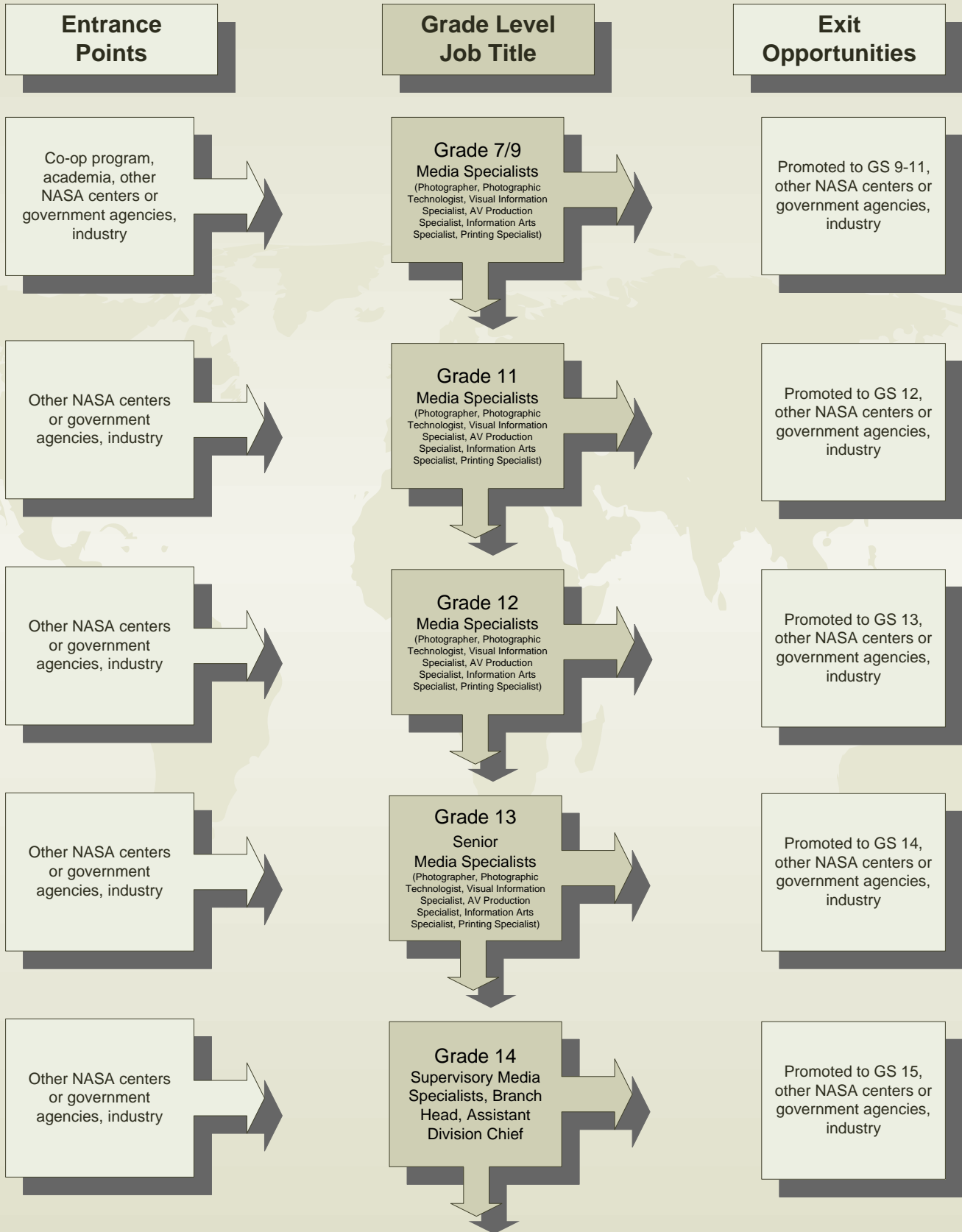


Career Path Progression

Occupational Series 1001/1060/1071/1084/1386/1654 Media



Career Path Progression

Occupational Series 1001/1060/1071/1084/1386/1654 Media

Entrance Points

Other NASA centers
or government
agencies, industry

Grade Level Job Title

Grade 15
Division Chief,
Assistant Office
Director/Office
Director

Exit Opportunities

SES, other NASA
centers or government
agencies, industry

Criterion

Occupational Series 1001/1060/1071/1084/1386/1654 Media

Competency	GS 7-9	GS 11-12	GS 13	GS 14-15
Technical Knowledge	Knowledgeable of media tools and techniques adhering to industry and Agency standards.	Applies knowledge of advanced media tools and techniques by adhering to industry and Agency standards.	Provides guidance to employees on utilization of media tools and techniques by adhering to industry and Agency standards.	Recognized expert in specialized technical area with advanced knowledge in related media areas; evaluates new technology to determine applicability for Center use.
Media Production	Performs basic individual tasks as directed by media lead supervisor.	Works with limited administrative guidance to perform multiple tasks; interacts with customers to assess requirements and determine appropriate media solutions.	Collaborates with media leads (e.g., photography, printing) to coordinate interdisciplinary media projects and services; serves as project leader by coordinating work of multiple media specialists and provides technical guidance to media staff; customer interaction limited to initial briefings to define scope of media service.	Directs multiple media services and resources (e.g., graphic design, photography, videography, and print production); provides strategic planning for multiple media functions; advises Center management on media standards, practices and uses.
Communication	Communicates, orally and in writing, an understanding of basic media concepts and ideas (e.g., conducting an interactive dialog with clients via face-to-face meetings, email, or other written means).	Communicates, orally and in writing, an understanding of complex media concepts and ideas by working with clients on a variety of detailed projects.	Communicates, orally and in writing, complex media concepts and interrelated media service capabilities and their application to specialized projects.	Communicates, orally and in writing, interrelated media service capabilities and their application to Center and Agency goals.
Supervision	Serves as member of media project team.	Serves as team leader for media projects.	Evaluates performance of media contractors; responds to customer questions regarding media contractor performance; makes recommendations to media contractor on service improvements; oversees contractor media resources.	Evaluates performance of media staff and services; implements processes to increase efficiency while maintaining high standards of customer service; determines contract requirements and recommends contractor support levels.
Collaboration	Collaborates with team members on media projects.	Collaborates with team members on multiple Center media projects.	Collaborates with other NASA centers and/or Headquarters, government agencies and/or contractors to integrate specific media services.	Manages and coordinates inter- and intra-Agency projects requiring single or multi-media resources.
Resource Planning	Recommends resource acquisitions based on use.	Recommends resource acquisitions to be used for media projects.	Plans resource acquisitions based on projected future needs and organization capability.	Manages budget and implements resource acquisitions.

Enrichment Activities

Occupational Series 1001/1060/1071/1084/1386/1654 Media

Communication

Work Responsibilities

Resource Planning

Grade 7-9

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations (staff meetings, Organizational Unit Managers)
- Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing)
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- Communications Material Review Process (Agency visual graphics standards and procedures)
- Development of technical report writing
- Consulting/Negotiation skills
- Attend professional conferences

- New Employee Orientation Program (tour, online, classroom)
- LMS procedures (Center-wide procedural guidelines)
- Web TADS (time and attendance)
- Travel Manager (travel scheduling, vouchers and reimbursement procedures)
- Communications Material Review Board (Agency visual graphics standards and procedures)
- IT Security Training
- @ LaRC

- Resource recommendations

Grade 11-12

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations (staff meetings, Organizational Unit Managers)
- Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing)
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- Communications Material Review Process (Agency visual graphics standards and procedures)
- Development of technical report writing
- Consulting/Negotiation skills
- Attend and/or present at professional conferences

- New Employee Orientation Program (tour, online, classroom)
- LMS procedures (Center-wide procedural guidelines)
- Web TADS (time and attendance)
- Travel Manager (travel scheduling, vouchers and reimbursement procedures)
- Communications Material Review Board (Agency visual graphics standards and procedures)
- IT Security Training
- @ LaRC
- Participate in Center-wide projects or committees

- Resource determinations
- Government Purchasing Card training (on-site or online)

Grade 13

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations (staff meetings, Organizational Unit Managers)
- Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing)
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- Communications Material Review Process (Agency visual graphics standards and procedures)
- Development of technical report writing
- Consulting/Negotiation skills
- Attend and/or present at professional conferences

- New Employee Orientation Program (tour, online, classroom)
- LMS procedures (Center-wide procedural guidelines)
- Web TADS (time and attendance)
- Travel Manager (travel scheduling, vouchers and reimbursement procedures)
- Communications Material Review Board (Agency visual graphics standards and procedures)
- IT Security Training
- @ LaRC
- Participate in Center-wide projects or committees
- Details to NASA centers or Headquarters

- Government Purchasing Card training (on-site or online)
- P-card (Government online purchasing program)
- Procurement overview for supervisors (on-site)

Grade 14

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations (staff meetings, Organizational Unit Managers)
- Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing)
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- Communications Material Review Process (Agency visual graphics standards and procedures)
- Development of technical report writing
- Consulting/Negotiation skills
- Attend and/or present at professional conferences

- New Employee Orientation Program (tour, online, classroom)
- LMS procedures (Center-wide procedural guidelines)
- Web TADS (time and attendance)
- Travel Manager (travel scheduling, vouchers and reimbursement procedures)
- Communications Material Review Board (Agency visual graphics standards and procedures)
- IT Security Training
- @ LaRC
- Participate in or lead Center-wide projects or committees
- Details to NASA centers or Headquarters

- Government Purchasing Card training (on-site or online)
- P-card (Government online purchasing program)
- Procurement overview for supervisors (on-site)

Enrichment Activities

Occupational Series 1001/1060/1071/1084/1386/1654 Media

	Supervision	Technical Knowledge: Photography	Technical Knowledge: Printing
Grade 7-9	<ul style="list-style-type: none"> - Team member on media projects 	<ul style="list-style-type: none"> - BFA degree in Communication Arts (photography emphasis) or BS degree in Photographic Engineering - Communications Material Review Process (Agency visual graphics standards and procedures) - Still/Studio image capture and processing or Design and Analysis image and processing equipment - NIX, GRIN, and Langley Multimedia Library 	<ul style="list-style-type: none"> - Government printing and binding regulations - Industry printing standards - Government Printing Office procurement procedures - Graphic Design hardware and software - Desktop publishing software - Communications Material Review Process (Agency visual graphics standards and procedures) - U.S. Postal Service regulations
Grade 11-12	<ul style="list-style-type: none"> - Team member or lead on media projects 	<ul style="list-style-type: none"> - BFA degree in Communication Arts (photography emphasis) or BS degree in Photographic Engineering - Communications Material Review Process (Agency visual graphics standards and procedures) - Still/Studio image capture and processing or Design and Analysis image and processing equipment - NIX, GRIN, and Langley Multimedia Library 	<ul style="list-style-type: none"> - Government printing and binding regulations - Industry printing standards - Government Printing Office procurement procedures - Graphic Design hardware and software - Desktop publishing software - Communications Material Review Process (Agency visual graphics standards and procedures) - U.S. Postal Service regulations
Grade 13	<ul style="list-style-type: none"> - Team lead on media projects - Contract Management training (on-site) - Langley Leadership Skills Development Program (on-site)-- APPLICABLE TO SUPERVISORS ONLY - Human Resources Overview (on-site) - Resources and Financial Management Overview (on-site)-- APPLICABLE TO SUPERVISORS ONLY 	<ul style="list-style-type: none"> - BFA degree in Communication Arts (photography emphasis) or BS degree in Photographic Engineering - Communications Material Review Process (Agency visual graphics standards and procedures) - Still/Studio image capture and processing or Design and Analysis image and processing equipment - NIX, GRIN, and Langley Multimedia Library 	<ul style="list-style-type: none"> - Government printing and binding regulations - Industry printing standards - Government Printing Office procurement procedures - Graphic Design hardware and software - Desktop publishing software - Communications Material Review process (Agency visual graphics standards and procedures) - U.S. Postal Service regulations
Grade 14	<ul style="list-style-type: none"> - Contract Management training (on-site) - Langley Leadership Skills Development Program (on-site)-- APPLICABLE TO SUPERVISORS ONLY - Human Resources Overview (on-site) - Resources and Financial Management Overview (on-site)-- APPLICABLE TO SUPERVISORS ONLY 	<ul style="list-style-type: none"> - BFA degree in Communication Arts (photography emphasis) or BS degree in Photographic Engineering - Communications Material Review Process (Agency visual graphics standards and procedures) - Still/Studio image capture and processing or Design and Analysis image and processing equipment - NIX, GRIN, and Langley Multimedia Library 	<ul style="list-style-type: none"> - Government printing and binding regulations - Industry printing standards - Government Printing Office procurement procedures - Graphic Design hardware and software - Desktop publishing software - Communications Material Review process (Agency visual graphics standards and procedures) - U.S. Postal Service regulations

Enrichment Activities

Occupational Series 1001/1060/1071/1084/1386/1654 Media

Technical Knowledge: Video Production

Technical Knowledge: Graphic Design

Grade 7-9

- BFA/BS degree in AV Technology, Mass Communication, Media Production or similar field
- Graphic Design/Multi-Media/Video Production hardware and software
- Communications Material Review Process (Agency visual graphics standards and procedures)
- NIX, GRIN, and Langley Multimedia Library
- Agency Visual Standards Style Guide

- BFA degree in Communication Arts (Graphic Design emphasis)
- Communications Material Review Process (Agency visual graphics standards and procedures)
- Agency Visual Standards Style Guide
- Graphic Design/Animation software and hardware
- Internet technology and design standards
- Marketing methods and techniques

Grade 11-12

- BFA/BS degree in AV Technology, Mass Communication, Media Production or similar field
- Graphic Design/Multi-Media/Video Production hardware and software
- Communications Material Review Process (Agency visual graphics standards and procedures)
- NIX, GRIN, and Langley Multimedia Library
- Agency Visual Standards Style Guide

- BFA degree in Communication Arts (Graphic Design emphasis)
- Communications Material Review Process (Agency visual graphics standards and procedures)
- Agency Visual Standards Style Guide
- Graphic Design/Animation software and hardware
- Internet technology and design standards
- Marketing methods and techniques

Grade 13

- BFA/BS degree in AV Technology, Mass Communication, Media Production or similar field
- Graphic Design/Multi-Media/Video Production hardware and software
- Communications Material Review Process (Agency visual graphics standards and procedures)
- NIX, GRIN, and Langley Multimedia Library
- Agency Visual Standards Style Guide

- BFA degree in Communication Arts (Graphic Design emphasis)
- Communications Material Review Process (Agency visual graphics standards and procedures)
- Agency Visual Standards Style Guide
- Graphic Design/Animation software and hardware
- Internet technology and design standards
- Marketing methods and techniques

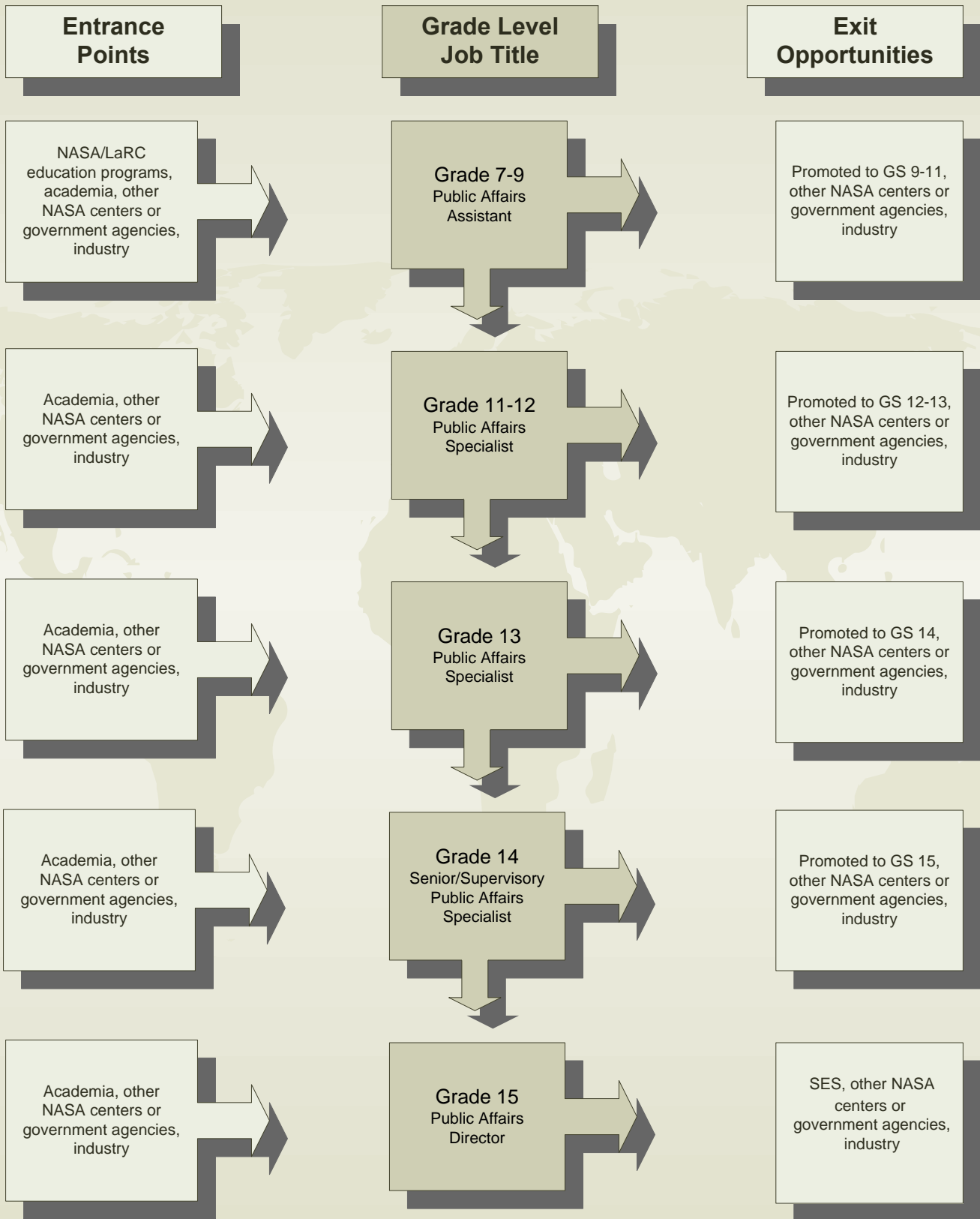
Grade 14

- BFA/BS degree in AV Technology, Mass Communication, Media Production or similar field
- Graphic Design/Multi-Media/Video Production hardware and software
- Communications Material Review Process (Agency visual graphics standards and procedures)
- NIX, GRIN, and Langley Multimedia Library
- Agency Visual Standards Style Guide

- BFA degree in Communication Arts (Graphic Design emphasis)
- Communications Material Review Process (Agency visual graphics standards and procedures)
- Agency Visual Standards Style Guide
- Graphic Design/Animation software and hardware
- Internet technology and design standards
- Marketing methods and techniques

Career Path Progression

Occupational Series 1035 Public Affairs



Criterion

Occupational Series 1035 Public Affairs

Competency	GS 7-9	GS 11-12	GS 13	GS 14	GS 15
Communication	Demonstrates proficiency in oral and written communication through direct interaction with and developing documentation for internal and external individuals and groups (e.g., news releases, feature articles, personal appearances, exhibits, tours, publications).	Develops and delivers oral and written presentations to gain public support for Center/ Agency programs; trains individuals (i.e., Center staff, retirees) on presentation development and delivery.	Designs comprehensive communication campaigns and leads teams that provide various products/initiatives to successfully implement the goals of the organization.	Evaluates the effectiveness of public affairs programs by analyzing feedback from the media, interested parties and the public; develops recommendations to improve communication programs.	Communicates orally and in writing to address concerns about the organization's function or performance to logically and effectively explain the value of organization activities; recommends alternate approaches to successfully implement the goals of the organization.
Technical Knowledge	Applies Center/Agency policies (e.g., public affairs, outreach, protocol, FOIA) to a variety of public affairs initiatives.	Applies and analyzes public affairs policies and employs strategies to implement Center and Agency communication goals.	Applies knowledge of public affairs policies to resolve divergent or conflicting feedback and to foster support of Center and Agency Programs.	Develops or revises public affairs policies, regulations and/or procedures to successfully implement the goals of the organization.	Approves or revises public affairs policies, regulations and/or procedures to successfully implement the goals of the organization.
Customer Service	Interacts with media, political, civic and public groups to foster interest in Agency/Center programs.	Establishes and maintains effective working relationships with media, political, civic and public groups to foster interest in Agency/Center programs.	Explains and advocates for Center/Agency programs; negotiates with internal and external individuals and groups to attain the goals of the organization.	Engages target groups who have opposing points of view to establish effective working relationships and foster understanding of Agency/Center programs.	Develops expansive professional networks with internal and external groups; identifies initiatives that impact the organization and affect the accomplishment of the goals of the organization.
Teamwork	Interacts with coworkers and fosters teamwork within the organization.	Understands and espouses the value of the team to facilitate and promote the goals of the organization.	Identifies opportunities for teamwork within the organization; selects appropriate staff to accomplish the goals of the organization.	Manages an office and/or leads a team by fostering open exchange of ideas to accomplish the goals of the organization; values diversity and is open to alternative points of view.	Participates in providing direction for the Center by emphasizing the shared goals of the Center; encourages Center-wide teamwork by involving other organizations in Public Affairs activities.
Organizational Knowledge	Understands the vision of the organization.	Understands the vision of the organization.	Develops programs that align with and promote the vision of the organization.	Creates a work environment that fosters the vision of the organization.	Develops and implements a vision for the organization; integrates the vision of the organization to accomplish the Agency/Center mission.
Resource Management	Understands resources needed to accomplish mission of the organization.	Recommends resources needed to accomplish mission of the organization.	Utilizes available resources to accomplish mission of the organization.	Allocates resources to accomplish the mission of the organization.	Obtains adequate resources to accomplish the mission of the organization or recommends additions/deletions to the program to match available resources.

Enrichment Activities

Occupational Series 1035 Public Affairs

	Communication	Leadership	Organizational Knowledge
Grade 7-9	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors Program - Langley Speakers Bureau - Bi-lingual fluency - Presentations (staff meetings, OUM) - Communication courses (e.g., Clear Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - Agency Communication Material Review - Consulting/Negotiation skills - Attend professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level team member - Professional Organization(s) membership (e.g., PRSA) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall/All Hands meetings - Center project/committee member - Open-Door (meetings with Center Director monthly) - "Inside NASA" website, @ LaRC - LMS - Langley Technical Library/e-Library - LIP - NASA online training modules - Center and Agency Strategic Plans
Grade 11-12	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors Program - Langley Speakers Bureau - Bi-lingual fluency - Presentations (staff meetings, Directorate, OUM, Center) - Communication courses (e.g., Clear Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - Agency Communication Material Review - Consulting/Negotiation skills - Attend professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level team member - Professional Organization(s) membership (e.g., PSRA) - Co-lead/lead Center/Civic teams - Agency leadership courses (e.g., MIP, MEP) - LDP - Inter-agency training - Community leadership opportunities (e.g., Peninsula Leadership Institute, CIVIC) - SEB member - COTR training - Mentor (e.g., colleague, LARSS/SHARP student) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall/All Hands meetings - Center project/committee member - Open-Door (meetings with Center Director monthly) - "Inside NASA" website, @ LaRC - LMS - Langley Technical Library/e-Library - LIP - NASA online training modules - Center and Agency Strategic Plans
Grade 13	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors Program - Langley Speakers Bureau - Bi-lingual fluency - Presentations (staff meetings, Directorate, OUM, Center) - Communication courses (e.g., Clear Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - Agency Communication Material Review - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level team member or lead - Professional Organization(s) membership (e.g., PSRA) - Co-lead/lead Center/Civic teams - OPM courses (e.g., Leadership Potential) - Agency Fellowship or leadership courses (e.g., MIP, MEP) - LDP - Inter-agency training, COTR training - Community leadership (e.g., CIVIC, City Council) - SEB member - Mentor (e.g., colleague, LARSS/SHARP student) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall/All Hands meetings - Center project/committee member or lead - Open-Door (meetings with Center Director monthly) - "Inside NASA" website, @ LaRC - LMS - Langley Technical Library/e-Library - Details to NASA centers, Headquarters or other government agencies - LIP - NASA online training modules - Center and Agency Strategic Plans
Grade 14	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors Program - Langley Speakers Bureau - Bi-lingual fluency - Presentations (staff meetings, OUM, Center, Agency) - Communication courses (e.g., Clear Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - Consulting/Negotiation skills - Attend and/or present at professional conferences - OPM Executive Communication Workshop 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level team member or lead - Professional Organization(s) membership (e.g., PRSA) - Co-lead/lead Center/Civic teams - OPM courses (e.g., Leadership Potential) - Agency Fellowship or leadership courses (e.g., MIP, MEP) - Professional Development, Leadership Development, SES Career Development Programs - Inter-agency training, COTR training - Community leadership (e.g., City Council) - SEB member or chair - Mentor (e.g., colleague, LARSS/SHARP student) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall/All Hands meetings - Center project/committee member or lead - Open-door (meetings with Center director monthly) - "Inside NASA" website, @ LaRC - LMS - Langley Technical Library/e-Library - Details to NASA centers, Headquarters or other government agencies - LIP - NASA online training modules - Position Description Management/Performance Reviews - Center and Agency Strategic Plans
Grade 15	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors Program - Langley Speakers Bureau - Bi-lingual fluency - Presentations (Center, Agency) - Communication courses (e.g., Clear Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - Consulting/Negotiation skills - Attend and/or present at professional conferences - OPM Executive Communication Workshop 	<ul style="list-style-type: none"> - Negotiation skills - Agency level team lead - Professional Organization(s) membership (e.g., PRSA) - Co-lead/lead Center/Civic teams - OPM courses (e.g., Leadership Potential) - SES Career Development Program - Mentor (e.g., colleague, LARSS/SHARP student) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall/All Hands meetings - Center project/committee lead - Open-Door (meetings with Center Director monthly) - "Inside NASA" website, @ LaRC - LMS - Langley Technical Library/e-Library - Details to NASA centers, Headquarters or other government agencies - LIP - NASA online training modules - Position Description Management/Performance Reviews - Center and Agency Strategic Plans

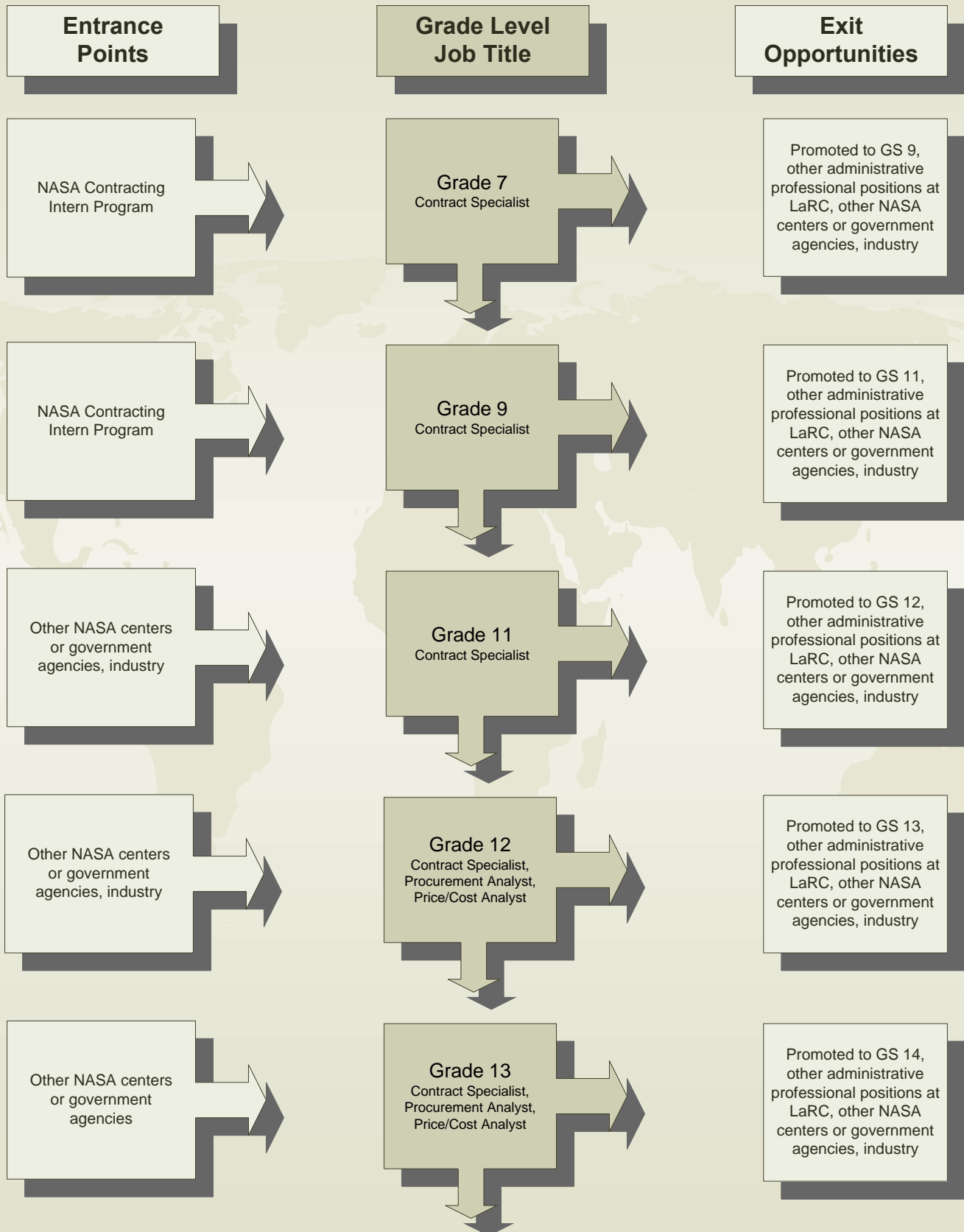
Enrichment Activities

Occupational Series 1035 Public Affairs

	Functional Knowledge	Customer Service
Grade 7-9	<ul style="list-style-type: none"> - Cross-functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management) - Agency Mission Directorates 	<ul style="list-style-type: none"> - Diversity training - Communication/Negotiation skills training - "Dealing with Difficult Individuals" course - Langley online training - Langley Multimedia Education Center (self-paced learning) - Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences) - Measure customer feedback - Evaluate focus group feedback
Grade 11-12	<ul style="list-style-type: none"> - Cross-functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management) - Agency Mission Directorates - Agency/Center organizational structure 	<ul style="list-style-type: none"> - Diversity training - Communication/Negotiation skills training - "Dealing with Difficult Individuals" course - Langley online training - Langley Multimedia Education Center (self-paced learning) - Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences) - Measure customer feedback - Evaluate focus group feedback
Grade 13	<ul style="list-style-type: none"> - Cross-functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management) - Agency Mission Directorates - Agency/Center organizational structure 	<ul style="list-style-type: none"> - Diversity training - Communication/Negotiation skills training - "Dealing with Difficult Individuals" course - Langley online training - Langley Multimedia Education Center (self-paced learning) - Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences) - Measure customer feedback - Evaluate focus group feedback - Analyze external services
Grade 14	<ul style="list-style-type: none"> - Cross-functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management) - Agency Mission Directorates - Agency/Center organizational structure 	<ul style="list-style-type: none"> - Diversity training - Communication/Negotiation skills training - "Dealing with Difficult Individuals" course - Langley online training - Langley Multimedia Education Center (self-paced learning) - Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences) - Measure customer feedback - Evaluate focus group feedback - Analyze external services
Grade 15	<ul style="list-style-type: none"> - Cross-functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management) - Agency Mission Directorates - Agency/Center organizational structure 	<ul style="list-style-type: none"> - Diversity training - Communication/Negotiation skills training - "Dealing with Difficult Individuals" course - Langley online training - Langley Multimedia Education Center (self-paced learning) - Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences) - Measure customer feedback - Evaluate focus group feedback - Analyze external services

Career Path Progression

Occupational Series 1102 Procurement



Career Path Progression

Occupational Series 1102 Procurement

Entrance Points

Other NASA centers or government agencies

Other NASA centers or government agencies

Grade Level Job Title

Grade 14
Contract Specialist, Procurement Analyst, Price/Cost Analyst, Supervisory Contract Specialist, Supervisory Procurement Analyst

Grade 15
Contract Specialist, Procurement Analyst, Price/Cost Analyst, Supervisory Contract Specialist, Supervisory Procurement Analyst

Exit Opportunities

Promoted to GS 15, other NASA centers or government agencies, industry

SES, other NASA centers or government agencies, industry

Criterion

Occupational Series 1102 Procurement

Competency	GS 7-9	GS 11-12	GS 13	GS 14-15
Working with Others	Works with Center customers to accomplish routine and recurring procurement tasks.	Provides sound advice and guidance to Center customers on procurement issues.	Works with Center customers and other NASA centers and Agencies to accomplish procurement goals; serves on inter- and intra-Agency teams; trains and mentors junior employees on procurement subjects and assignments.	Works with Center management, NASA Headquarters and other Agencies to handle complex, controversial, or high impact procurement issues; works as a cohesive team to manage the organization.
Accountability	Executes routine or recurring procurement assignments independently; seeks advice of Contracting Officer on non-routine or complex issues.	Executes procurement assignments independently; informs management of significant or complex procurement issues.	Translates mission or program objectives or Center goals into effective, complex, and innovative acquisition strategies; advocates strategies to NASA Headquarters.	Generates new procurement concepts with critical, broad, or long-range impact.
Technical Proficiency	Develops routine work products that are accurate and in compliance with established procurement regulations and procedures.	Develops accurate, complete, and sound work products that are in compliance with established procurement regulations and procedures.	Develops work products that properly address unique and complex contractual issues to meet procurement goals; develops work products that may serve as models for future acquisitions.	Recognized procurement expert; Implements proper quality control procedures to ensure that the organization's products reflect high quality.
Procurement Knowledge	Knowledgeable of basic procurement regulations, procedures, and underlying steps in procurement process.	Knowledgeable of procurement regulations and procedures at an in-depth level.	Mastery of procurement regulations, procedures, and business practices.	Establishes procurement policy and procedures for the organization; provides feedback to NASA Headquarters and other Agencies on pending or proposed procurement legislation, policy, or regulations.
Problem Solving	Solves routine and recurring procurement problems.	Analyzes multiple contracting issues, uses sound judgment to generate and evaluate alternative courses of action to solve a variety of contractual problems.	Anticipates procurement problems and implements effective prevention and/or solutions.	Solves unprecedented, complex, or high risk problems utilizing expert procurement knowledge and experience; ensures documentation and sharing of lessons learned and best practices throughout the organization.
Management/Leadership	Awareness of organization's goals and objectives.	Knowledgeable of organization's goals and objectives.	Provides input to management to develop the organization's goals and objectives.	Develops and implements the organization's goals and objectives; applies innovative solutions to make organizational improvements; encourages and recognizes creative thinking and innovation; designs and implements training and development strategies to achieve maximum potential of employees.

Enrichment Activities

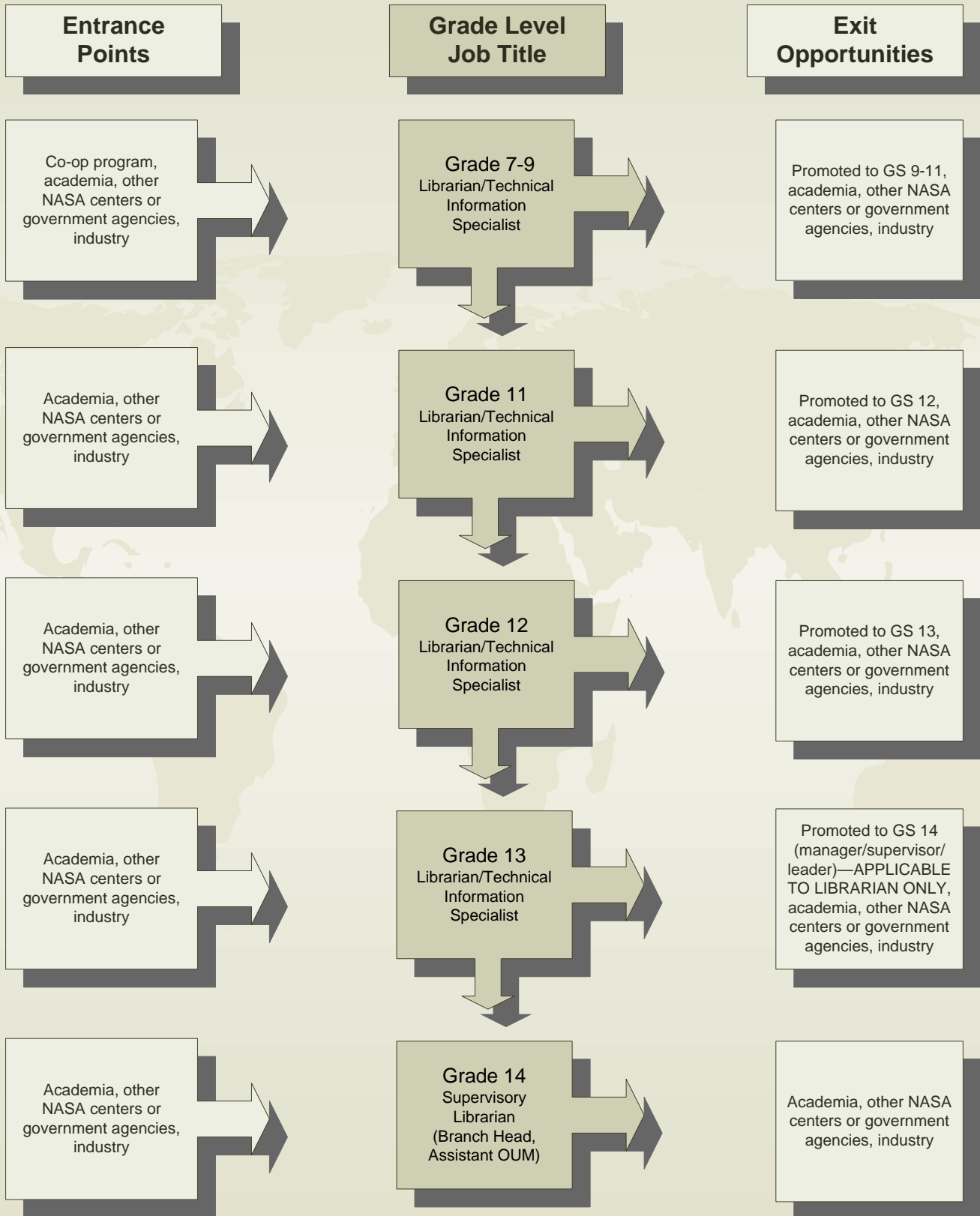
Occupational Series 1102 Procurement

	Technical Proficiency	Management/Leadership	Self-Management
Grade 5-7	<ul style="list-style-type: none"> - CON 100, Shaping Smart Business Arrangements* - CON 110, Mission Support Planning* - CON 111, Mission Planning Execution* - CON 112, Mission Performance Assessment* - CON 120, Mission Focused Contracting* - 1 Elective – classroom or online training related to contracting, program/project management, budget, etc. - DAU courses - On-the-job training provided through mentoring 	<ul style="list-style-type: none"> - No enrichment activities identified for this grade level 	<ul style="list-style-type: none"> - Classroom, online, and on-the-job training for computer proficiency, including SAP - NCMA activities
Grade 9-11-12	<ul style="list-style-type: none"> - CON 202, Intermediate Contracting* - CON 204, Intermediate Contract Pricing* - CON 210, Government Contract Law* - Appropriation Law - 2 Electives – classroom or online training related to contracting, program/project management, budget, etc.* - DAU courses - On-the-job training provided through mentoring 	<ul style="list-style-type: none"> - Graduate Business courses - Rotational opportunities between Office of Procurement branches - MIP, MEP 	<ul style="list-style-type: none"> - Classroom, online, and on-the-job training for computer proficiency, including SAP - NCMA activities - Time Management course - Stress Management course - Oral Communications/Listening course - Problem Solving and Decision Making courses
Grade 13	<ul style="list-style-type: none"> - CON 353, Advanced Business Solutions for Mission Support* - 2 Electives – classroom or online training related to contracting, program/project management, budget, etc.* - DAU courses 	<ul style="list-style-type: none"> - OPM courses - Serve as a mentor - MIP, MEP - LDP 	<ul style="list-style-type: none"> - Classroom, online, and on-the-job training for computer proficiency, including SAP - NCMA activities
Grade 14-15	<ul style="list-style-type: none"> - DAU courses 	<ul style="list-style-type: none"> - Langley Leadership Skills Development Program—APPLICABLE TO SUPERVISORS ONLY - MIP, MEP - Brookings courses - OPM courses - Fellowships - SES CDP 	<ul style="list-style-type: none"> - Classroom, online, and on-the-job training for computer proficiency, including SAP - NCMA activities

*These classes are required for the Federal Acquisition Certificate in Contracting Program for new hires and those requiring a new contracting officer warrant level.
 NOTE: OFPP Policy Letter 05-01 requires 80 hours of continuous learning every two years, beginning October 1, 2007 to maintain the Federal Acquisition Certificate.

Career Path Progression

Occupational Series 1410/1412 Library



Criterion

Occupational Series 1410 Librarian

Competency	GS 7-9 Library Specialists	GS 11 Librarian	GS 12-13 Librarian	GS 14 Supervisory Librarian
Technical Knowledge	Knowledgeable of standard methods, techniques, concepts, and principles of relevant specialty areas in librarianship (e.g., information management, classification, digitalization or taxonomy development).	Applies knowledge of standard methods, techniques, concepts, and principles of relevant specialty areas in librarianship (e.g., information management, classification, digitalization or taxonomy development).	Recognized expert in applying standard methods, techniques, concepts and principles of specialty areas of librarianship (e.g., information management, classification, digitalization or taxonomy development) to develop library services and products.	Serves as senior expert and consultant to Center management, Agency, government agencies and external customers to advise on application of standard methods, techniques, concepts and principles of librarianship to implement and/or integrate services and programs.
Information Management	Knowledgeable of library policies, procedures and information resources.	Applies knowledge of library policies, procedures and information resources address internal and external customer inquires and provide overall customer service.	Recommends new library policies, procedures and information resources to provide library services Center-wide.	Assesses all library policies, procedures and information resources to provide library services Center-wide, Agency-wide and to external customers; ensures library policies, procedures and information resources are aligned with the mission and goals of the organization.
Knowledge Management	Knowledgeable of specialized components of library, information services and/or information management; interacts with clients to address inquiries.	Applies knowledge of specialized components of library, information services and/or information management; interacts with clients to address inquiries; serves as a Center resource regarding area of specialization.	Recognized expert in specialized components of library, information services and/or information management; interacts with clients to address specialized inquiries; serves as a resource for Center, Agency and other government organizations.	Manages overall aspects of library and information services; serves as senior expert and consultant to Center management, Agency, government agencies and external customers to advise on library and information services component.
Customer Service	Knowledgeable of customer service principles and reference/requirements interview techniques.	Applies knowledge of customer service principles and reference interview and requirements gathering techniques in providing library services specific to customer needs.	Recognized expert in providing customer service and conducting the reference interviews and requirements gathering techniques to provide specialized library services to customers; addresses complex customer service issues and concerns.	Develops and plans customer service strategies and approach for delivering library and information services; keeps abreast of customer service models throughout Agency, government agencies and external customers (e.g., benchmarking, surveys, professional associations).
Information Management	Knowledgeable of policies, programs, services and/or products in information services or information management.	Applies knowledge of policies, programs, services and/or products in delivering library services.	Develops policies, programs, services and/or products (e.g., Dspace, NASA Galaxie, Langley Form 31 System, knowledge management) for Center and Agency.	Assesses all policies, programs, products and services to ensure integration with existing and planned services in support of mission and goals; serves as consultant to organization management and Agency and government libraries to advise on developing and integrating policies, programs services and/or products.

Competency	GS 7-9 Library Specialists	GS 11 Librarian	GS 12-13 Librarian	GS 14 Supervisory Librarian
Teamwork	Works effectively through active participation in a team environment by making team contributions; promotes a productive working environment (e.g., listening to others, respecting the opinion of others, participating in group activities and group discussion).	Leads teams and works effectively in a team environment through team contributions; promotes a productive working environment (e.g., listening to others, respecting the opinion of others, participating in group activities and group discussion); participates actively in teams internal and external to Center.	Leads Center and Agency teams and works effectively in a team environment through team contributions; promotes a productive working environment (e.g., listening to others, respecting the opinion of others, participating in group activities and group discussion); leads teams internal and external to Center; serves as project manager.	Manages development and productivity of all teams and projects; assesses group alignment with mission and goals; works on Center-wide, Agency and inter-governmental teams.
Self-Management	Performs assigned work with supervisor guidance involving standard methods, techniques, concepts, and principles of relevant specialty areas in librarianship (e.g., information management, classification, digitalization or taxonomy development).	Independently performs assigned work involving the standard methods, techniques, concepts, and principles of relevant specialty areas in librarianship (e.g., information management, classification, digitalization or taxonomy development).	Develops Center-wide services and products involving standard methods, techniques, concepts, and principles of relevant specialty areas in librarianship (e.g., Dspace, Metadata crosswalks, Coreaero, RefWorks, MetaLib).	Manages the development of Center-wide and Agency services and products involving standard methods, techniques, concepts, and principles of relevant specialty areas in librarianship (e.g., Dspace, Metadata crosswalks, Coreaero, RefWorks, MetaLib).
Communication	Communicates, orally and in writing, an understanding of basic library and information service concepts and ideas, (e.g., through conducting an interactive dialog with users via face-to-face meetings or telephone, other written means, or virtual means).	Communicates, orally and in writing, an understanding of complex library and information service concepts and ideas (e.g., through virtual means such as WebEx or other virtual collaboration tools).	Communicates, orally and in writing, an understanding of complex library and information service concepts and interrelated capabilities and their application across the Center, Agency, government organizations, and external organizations by actively participating on or leading teams (e.g., FLICC, NRLA, CIO Council, contracting partners).	Communicates, orally and in writing, an understanding of complex library and information service concepts and interrelated capabilities and their application across the Center, Agency, government organizations and external organizations by actively participating on or leading teams (e.g., FLICC, NRLA, CIO Council, contracting partners); oversees communication across the organization to ensure alignment with the mission and goals of the organization.
Innovation	Knowledgeable of new or enhanced approaches to delivering library services.	Evaluates existing approaches and recommends adoption of new or enhanced approaches to delivering library services.	Evaluates existing and recommends adoption of new or enhanced approaches to delivering library services; leads the implementation and marketing of new services.	Approves new or enhanced approaches to delivering library services; leads the implementation and marketing of new services.
Problem Solving	Identifies and informs management of issues of a procedural nature.	Identifies and resolves routine issues of a procedural and tactical nature; informs management of complex issues of a procedural and tactical nature and recommends solutions.	Identifies and resolves issues of a strategic nature affecting the branch/organization/Center; informs management of complex issues of a strategic nature and recommends solutions; assists other staff in resolving complex issues of a procedural and tactical nature.	Determines and examines the outcomes of issues that have been addressed; ensures that issues are resolved in a manner that is in alignment with the mission and goals of the organization; informs the Organizational Unit Manager of issues that impact the mission and goals of the Center and Agency.

Competency	GS 7-9 Library Specialists	GS 11 Librarian	GS 12-13 Librarian	GS 14 Supervisory Librarian
Organizational Knowledge	Keeps abreast of branch and directorate activities and directions by regularly attending Branch and organizational meetings.	Keeps abreast of branch and directorate activities and directions by regularly attending and actively participating branch and directorate meetings; recommends topics for discussion at weekly Branch meetings; keeps co-workers abreast of ongoing activities.	Keeps abreast of branch and directorate activities and directions by regularly attending and actively participating branch and directorate meetings; recommends topics for discussion and leads those discussions at weekly Branch meetings; keeps co-workers abreast of ongoing activities.	Serves as official representative at organization meetings; speaks for the branch and keeps the directorate informed of Branch activities.
Collection Management	Knowledgeable of collection scope of library (i.e., collection development plans).	Applies knowledge of collection scope of library and makes recommendations about collection development.	Plans and develops major components of collections (e.g., database resources, serials, reference sources).	Manages the overall collection development strategy in order to achieve the mission and goals of the organization.
Contracting	Knowledgeable of contracting procedures that support library services.	Assists in contract surveillance by submitting recommendations for improving contract performance and preparing reports on metrics and contractor performance.	Serves as technical monitor for contract tasks related to library services (i.e., monitors budget and schedules); develops contract statements of work; knowledgeable of contract vehicles to achieve mission and goals of the Center.	Manages overall contract performance, budgets and schedules to achieve the mission and goals of the organization.
Continual Learning	Pursues education, training, feedback, or other opportunities for learning and development.	Maintains up-to-date knowledge in specialization through reading and contact with internal and external experts; anticipates emerging issues and challenges and takes steps to learn about them; gains access to and takes advantage of formal training.	Uses multiple approaches when learning new things (e.g., self-paced learning, conferences, seminars); identifies own strengths and weaknesses and takes steps to develop knowledge or surround self with experts in areas of relative weakness.	Creates a work environment in which employees are encouraged to keep abreast of emerging issues and are given information and tools to do so; asks stakeholders to brief him/her on new developments, issues and concerns, as well as provide feedback on how new policies and procedures will impact them.

Criterion

Occupational Series 1412 Technical Information Specialist

Competency	GS 7 Technical Information Specialist	GS 9-11 Technical Information Specialist	GS 12-13 Senior Technical Information Specialist
Technical Knowledge	Knowledgeable of standard methods, techniques, concepts, and principles of chemistry, physics, engineering, computer science, information management or other designated areas of specialization.	Applies knowledge of standard methods, techniques, concepts, and principles of chemistry, physics, engineering, computer science, information management or other designated areas of specialization through interactions with clients to address specialized inquiries.	Recognized expert in standard methods, techniques, concepts, and principles of specialized components of chemistry, physics, engineering, computer science, information management or other designated areas of specialization; interacts with clients to address specialized inquiries; serves as a resource for coworkers and organization regarding area of expertise; develops taxonomies, uses tools, (e.g., data mining and web analysis tools) to analyze information; provides guidance to vendors, contractors, and library management regarding ISO standards and related library standards.
Self-Management	Performs assigned work with supervisor guidance involving the categorization, summarization, or location of scientific, technical or other specialized information.	Independently performs assigned work involving the categorization, summarization, or location of scientific, technical or other specialized information.	Applies categorization, summarization, and location of scientific, technical, or other specialized information to develop Center-wide services and products (i.e., electronic center request systems, document repositories).
Communication	Communicates, orally and in writing, an understanding of basic library and information service concepts and ideas (e.g., conducting an interactive dialog with users via face-to-face meetings or telephone or other written means or through virtual means).	Communicates, orally and in writing, an understanding of complex library and information service concepts and ideas (e.g., conducting an interactive dialog with customers via face-to-face meetings or telephone or through email or other written means or through virtual means such as WebEx or other virtual collaboration tools).	Communicates, orally and in writing, an understanding of complex library and information service concepts and interrelated capabilities and their application Center-wide.
Teamwork	Works effectively through active participation in a team environment by making team contributions and promoting a productive working environment (e.g., listening to others, respecting the opinion of others, participating in group activities and group discussion).	Participates as team member on internal and external teams and works effectively in a team environment by making team contributions and promoting a productive working environment (e.g., listening to others, respecting the opinion of others, participating in group activities and group discussion); participates actively in teams internal and external to the Center.	Leads teams and works effectively in a team environment by making team contributions and promoting a productive working environment (e.g., listening to others, respecting the opinion of others, participating in group activities and group discussion); leads teams internal and external to the Center.
Organizational Knowledge	Keeps abreast of Branch and Directorate activities and directions by regularly attending Branch and organizational meetings.	Keeps abreast of Branch and Directorate activities and directions by regularly attending and actively participating Branch and Directorate meetings; recommends topics for discussion at weekly branch meetings; keeps co-workers abreast of ongoing activities.	Keeps abreast of Branch and Directorate activities and directions by regularly attending and actively participating Branch and Directorate meetings; recommends topics for discussion and leads those discussions at weekly branch meetings; keeps co-workers abreast of ongoing activities.

Competency	GS 7 Technical Information Specialist	GS 9-11 Technical Information Specialist	GS 12-13 Senior Technical Information Specialist
Problem Solving	Identifies and informs management of issues of a procedural nature.	Identifies and resolves routine issues of a procedural and tactical nature; informs management of complex issues of a procedural and tactical nature and recommends solutions.	Identifies and resolves issues of a strategic nature affecting the branch/organization/Center; informs management of complex issues of a strategic nature and recommends solutions; assists other staff in resolving complex issues of a procedural and tactical nature.
Contracting	Knowledgeable of contracting procedures that support library services.	Assists in contract surveillance by submitting recommendations for improving contract performance and preparing reports on metrics and contractor performance.	Serves as technical monitor for contract tasks related to library services (i.e., monitors budget and schedules); develops contract statements of work; knowledgeable of contract vehicles to achieve mission and goals of the Center.
Collection Management	Knowledgeable of collection scope of library (i.e., collection development plans).	Applies knowledge of collection scope of library and make recommendations about collection development.	Plans and develops subject scope component of collections.
Continual Learning	Pursues education, training, feedback, or other opportunities for learning and development.	Maintains up-to-date knowledge in specialization through reading and contact with internal and external experts; anticipates emerging issues and challenges and takes steps to learn about them; gains access to and takes advantage of formal training.	Uses multiple approaches when learning new things (e.g., self-paced learning, conferences, seminars); identifies own strengths and weaknesses and takes steps to develop knowledge or surround self with experts in areas of relative weakness.

Enrichment Activities

Occupational Series 1410/1412 Library

	Communication	Leadership	Organizational Knowledge
Grade 7	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership (e.g., ALA, SLA, AIAA, ASIST) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC
Grade 9-11	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM, Center) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership (e.g., ALA, SLA, AIAA, ASIST) - Co-lead/lead teams - LDP - Inter-agency training (e.g., DOJ, DEOMI) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC - Participate in Center-wide projects or committees
Grade 12-13	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM, Center, Agency) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership (e.g., ALA, SLA, AIAA, ASIST) - Co-lead/lead teams - LDP - Inter-agency training (e.g., DOJ, LoC) - OPM courses (e.g., Leadership Potential, Conflict Resolution) - NASA sponsored leadership courses (e.g., MIP, MEP) - Agency Fellowships - Center and Agency Strategic Plans - Participation in Federal consortia - Co-lead/lead inter-agency work/task groups 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC - Participate in Center-wide projects or committees - Details to NASA centers or Headquarters
Grade 14	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM, Center, Agency) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership (e.g., ALA, SLA, AIAA, ASIST) - Co-lead/lead teams - LDP - Inter-agency training (e.g., DOJ, LoC) - OPM courses (e.g., Leadership Potential, Conflict Resolution) - NASA sponsored leadership courses (e.g., MIP, MEP) - Agency Fellowships - Center and Agency Strategic Plans - SEB (committee chair) - SES CDP 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC - Participate in Center-wide projects or committees - Details to NASA centers or Headquarters

Enrichment Activities

Occupational Series 1410/1412 Library

Technical Knowledge

Customer Service

Grade 7

- One year graduate study in Library Science or subject specialty
- FLICC/FEDLINK or similar training in library skill areas
- Orientation of technical library collections and services
- Related vendor training on information sources

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

Grade 9-11

- GS 9
- Masters degree in Library Science or subject specialty
 - FLICC/FEDLINK or similar training in library skill areas
 - Related vendor training on information sources
- GS 11
- Training in standard methods, techniques, concepts and principles of one or more specialty areas in librarianship or designated subject areas

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

Grade 12-13

- FLICC/FEDLINK or similar training in advanced library topics
- Training in associated fields of project management, information technology, content management, contract management, etc.
- Additional advanced degree in a related subject area

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

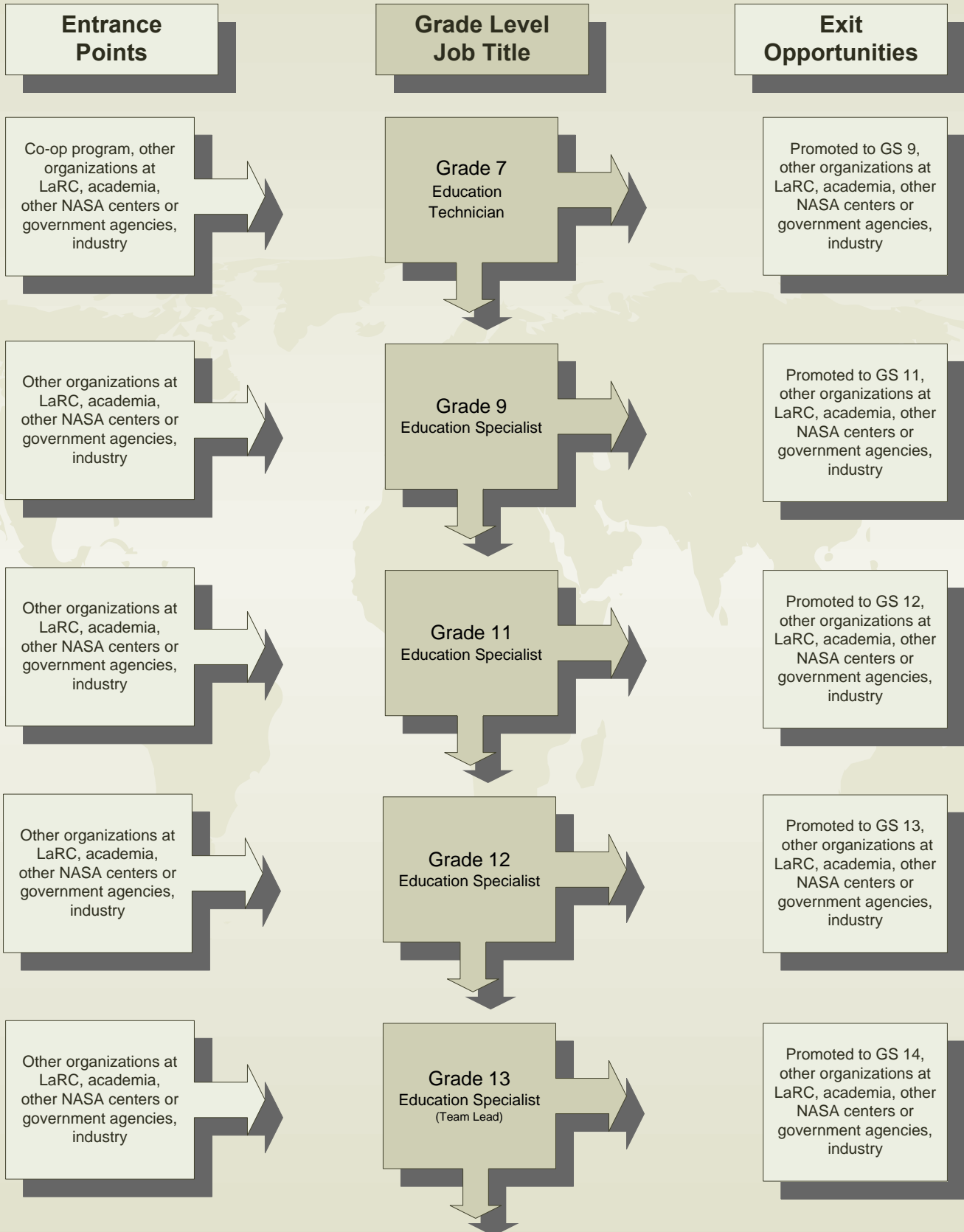
Grade 14

- Participate in Center-wide projects or committees
- Training in strategic planning, government regulations, contract management, and other executive level courses
- Seminars in future trends in libraries and related information fields

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

Career Path Progression

Occupational Series 1700 Education



Career Path Progression

Occupational Series 1700 Education

Entrance Points

Other organizations at LaRC, academia, other NASA centers or government agencies, industry

Other organizations at LaRC, academia, other NASA centers or government agencies, industry

Grade Level Job Title

Grade 14
Education Specialist
(Supervisor)

Grade 15
Education Manager
(Supervisor),
SES

Exit Opportunities

Promoted to GS 15, other organizations at LaRC, academia, other NASA centers or government agencies, industry

SES, other organizations at LaRC, academia, other NASA centers or government agencies, industry

Criterion

Occupational Series 1700 Education

Competency	GS 7-9	GS 11-12	GS 13	GS 14-15
Communication	Communicates effectively both orally and in writing with staff, educators, faculty, and students.	Conducts briefings for small and large groups consisting of staff, educators, faculty, students, etc., on educational materials used in educator and student-learning activities.	Communicates effectively both orally and written with educators, faculty, and others to develop educational programs for domestic and foreign audiences; create new programs using people- and tech-based projects; provide educational products and services utilizing the internet and evolving technologies to convey NASA's mission.	Addresses the Office of Education's needs, functions, or performances by efficiently and effectively conveying orally and in writing the importance of activities as well as offering recommendations to successfully achieve the organization's goals.
NASA Policy and Research	Knowledgeable of Office of Education and NASA administrative procedures, management instructions, and regulations.	Utilizes knowledge of Office of Education and NASA administrative procedures, management instructions, and regulations to interact with management and the public to determine the priority of education support.	Utilizes knowledge of the Office of Education and NASA administrative procedures, management instructions, and regulations to update the supervisor of progress and potentially controversial matters of far-reaching implications periodically.	Utilizes knowledge of Office of Education and NASA to execute Agency and local policy by implementing administrative procedures and management instructions, regulations, and education programs to accomplish the Center and the Agency goals.
Computer Skills	Applies knowledge of computers and computer applications (e.g., Microsoft Office™, Eudora™, internet) to perform and complete administrative duties in Office of Education.	Utilizes computer applications related to the Office of Education (e.g., inputting information into education database), assists in the oversight and coordination of computer learning technologies.	Utilizes information technologies to create educational, instructional, documentary, motivational, and informational products for inclusion in NASA general education and distance learning programs.	Analyzes trends and policies related to educational technology and identifies educational technology issues and applies professional judgment in determining the most effective resources that Office of Education can produce for educators and students.

Competency	GS 7-9	GS 11-12	GS 13	GS 14-15
Professional Development	Gathers and prepares educational materials (e.g., brochures, pamphlets) for education conferences and activities.	Attends and provides presentations (e.g., hands-on demonstrations, guest speaking) at national and international education conferences and activities to inform educators, faculty, students, etc. about NASA's education materials for use in educator and student-learning activities.	Represents NASA by serving as a guest speaker, moderator, etc. and presenting at education-related top-level national and international conferences and activities.	Advises NASA decision makers by applying principles that he/she learned by attending or presenting at national and international conferences and activities.
Partnerships	Identifies and lists the names of educational alliances and partners with whom NASA and Office of Education collaborates.	Develops and implements education materials for use in educator and student-learning activities through collaboration with partners and members of alliances.	Builds, supports, and enhances education initiatives in the five-state region (KY, NC, VA, SC, WV) through collaboration with alliances and partnerships with mission directorates, government agencies, academia, informal education institutions, professional organizations, industry, etc.	Originates, plans, and carries out activities to build mutually beneficial relationships in areas of science and technology with Langley's five-state region as well as with the National Institute of Aeronautics.
Information Management	Gathers and forwards Center and Agency action items/requests involving LaRC's educational programs to the appropriate person and staff.	Works closely with the Education Program Managers to ensure that all Center and Agency action items/requests are processed in a timely manner and in accordance with LaRC's educational programs.	Manages Office of Education staff in preparation of all Center and Agency action items/requests involving educational programs and activities, prior to forwarding them to the Head of Office of Education.	Responds to Center and Agency action items/requests involving LaRC's educational programs.

Enrichment Activities

Occupational Series 1700 Education

Communication

NASA Policy and Research

Computer Skills

Grade 7-9

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations at staff meetings
- Communication courses
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- Communications Management Review Process
- Development of journal writing skills/peer review
- Consulting/Negotiation skills
- Bilingual skills
- Use general office equipment
- Communication skills training
- "Dealing with Difficult Individuals" course
- Proper etiquette (e-mail, teleconferences, schedule and conduct meetings, videoconferences)

- NASA IEMP
- LMS
- LIP
- Strategic Plan
- Technical Library/e-Library (e.g., journal findings, white paper)
- SLCR
- Agency/Center organizational structures
- Cross functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management)

- General office equipment communications and computer skills
- PC/MAC/LINUX computer platforms

Grade 11-12

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations at staff meetings
- Communication courses
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- Communications Management Review Process
- Development of journal writing skills/peer review
- Consulting/Negotiation skills
- Bilingual skills
- Use general office equipment
- Communication skills training
- "Dealing with Difficult Individuals" course
- Proper etiquette (e-mail, teleconferences, schedule and conduct meetings, videoconferences)

- NASA IEMP
- LMS
- LIP
- Strategic Plan
- Technical Library/e-Library (e.g., journal findings, white paper)
- SLCR
- Agency/Center organizational structures
- Cross functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management)

- General office equipment communications and computer skills
- PC/MAC/LINUX computer platforms

Grade 13

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations at staff meetings
- Communication courses
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- Communications Management Review Process
- Development of journal writing skills/peer review
- Consulting/Negotiation skills
- Bilingual skills
- Use general office equipment
- Communication skills training
- "Dealing with Difficult Individuals" course
- Proper etiquette (e-mail, teleconferences, schedule and conduct meetings, videoconferences)

- NASA IEMP
- LMS
- LIP
- Strategic Plan
- Technical Library/e-Library (e.g., journal findings, white paper)
- SLCR
- Agency/Center organizational structures
- Cross functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management)
- NASA Procedural Requirements 7120.5c

- General office equipment communications and computer skills
- PC/MAC/LINUX computer platforms

Grade 14-15

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations at staff meetings
- Communication courses
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- Communications Management Review Process
- Development of journal writing skills/peer review
- Consulting/Negotiation skills
- Bilingual skills
- Use general office equipment
- Communication skills training
- "Dealing with Difficult Individuals" course
- Proper etiquette (e-mail, teleconferences, schedule and conduct meetings, videoconferences)

- NASA IEMP
- LMS
- LIP
- Strategic Plan
- Technical Library/e-Library (e.g., journal findings, white paper)
- SLCR
- Agency/Center organizational structures
- Cross functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management)
- NASA Procedural Requirements 7120.5c

- General office equipment communications and computer skills
- PC/MAC/LINUX computer platforms

Enrichment Activities

Occupational Series 1700 Education

Educational Knowledge

Teamwork

Vision and Values

Grade 7-9

- Proposal Writing course
- NASA Online Training Modules
- NASA IDP
- Langley online training
- Langley Multimedia Education Center courses
- NEEIS (online educational evaluation tool)
- Self-paced learning

- Negotiation skills courses
- Teambuilding courses
- Special assignments (e.g., rotations, details, acting)
- "Dealing with Difficult Individuals" course

- New Employee Orientation Program (online, tour, classroom)
- Town Hall meetings
- Strategic Plan
- @ LaRC/Researcher News

Grade 11-12

- Proposal Writing courses
- Inter-agency training
- NASA/Wallops Human Element course
- Non-Technical Project Management training
- Detail to NASA centers and Headquarters
- NASA online training modules
- NASA IDP
- Langley online training
- Langley Multimedia Education Center courses
- NEEIS (online educational evaluation tool)
- Self-paced learning
- Conduct focus groups
- Peninsula Leadership Institute leadership sessions

- Negotiation skills courses
- Teambuilding courses
- Special assignments (e.g., rotations, details, acting)
- Co-lead/lead NASA teams
- Participate in Center-wide projects or committees
- "Dealing with Difficult Individuals" course

- New Employee Orientation Program (online, tour, classroom)
- Town Hall meetings
- Strategic Plan
- @ LaRC/Researcher News

Grade 13

- Proposal Writing courses
- Inter-agency training
- NASA/Wallops Human Element course
- Non-Technical Project Management training
- Detail to NASA centers and Headquarters
- NASA sponsored leadership courses (e.g., MIP, MEP)
- LDP
- Inter-agency Personnel Agreement
- NASA online training modules
- NASA IDP
- Langley online training
- Langley Multimedia Education Center courses
- NEEIS (online educational evaluation tool)
- Self-paced learning
- Conduct focus groups
- Peninsula Leadership Institute leadership sessions

- Negotiation skills courses
- Teambuilding courses
- Special assignments (rotations, details, acting)
- Co-lead/lead NASA teams
- Participate in Center-wide projects or committees
- "Dealing with Difficult Individuals" course

- New Employee Orientation Program (online, tour, classroom)
- Town Hall meetings
- Strategic Plan
- @ LaRC/Researcher News

Grade 14-15

- Proposal Writing courses
- Inter-agency training
- NASA/Wallops Human Element course
- Non-Technical Project Management training
- Detail to NASA centers and Headquarters
- NASA sponsored leadership courses (e.g., MIP, MEP)
- LDP
- Inter-agency Personnel Agreement
- NASA online training modules
- NASA IDP
- Langley online training
- Langley Multimedia Education Center courses
- NEEIS (online educational evaluation tool)
- Self-paced learning
- Conduct focus groups
- Peninsula Leadership Institute leadership sessions
- SES CDP

- Negotiation skills courses
- Teambuilding courses
- Special assignments (rotations, details, acting)
- Co-lead/lead NASA teams
- Participate in Center-wide projects or committees
- "Dealing with Difficult Individuals" course

- New Employee Orientation Program (online, tour, classroom)
- Town Hall meetings
- Strategic Plan
- @ LaRC/Researcher News
- Conduct employee evaluation/performance reviews

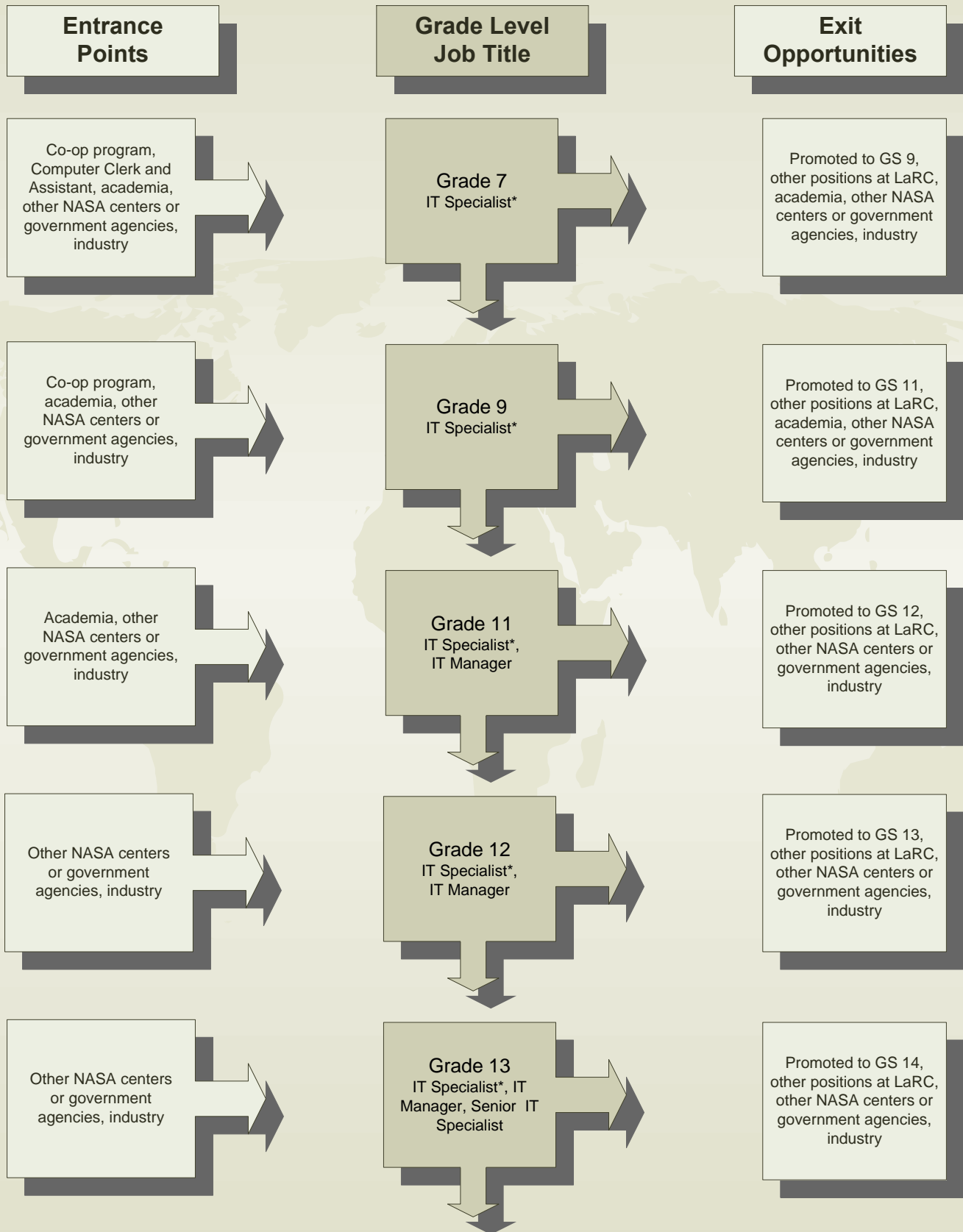
Enrichment Activities

Occupational Series 1700 Education

	Professional Development	Partnering	Information Management
Grade 7-9	<ul style="list-style-type: none"> - Toastmasters - Attend professional conferences - OPM conferences (e.g., Leadership Potential, Conflict Resolution) - Professional Organization(s) conferences (e.g., NSTA, NCTM, FEW, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Professional Organization(s) membership (e.g., NSTA, NCTM, FEW, ASEE, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Presentations to OUM
Grade 11-12	<ul style="list-style-type: none"> - Toastmasters - Attend professional conferences - OPM conferences (e.g., Leadership Potential, Conflict Resolution) - Professional Organization(s) Conferences (e.g., NSTA, NCTM, FEW, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Professional Organization(s) membership (e.g., NSTA, NCTM, FEW, ASEE, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Presentations to Directorate Office - Presentations to OUM - Presentations to Center/Center Director - Detail to NASA centers and Headquarters - SEB (attendance and participation/committee chair)
Grade 13	<ul style="list-style-type: none"> - Toastmasters - Attend and or present at professional conferences - OPM conferences (e.g., Leadership Potential, Conflict Resolution) - CIVIC conferences - Professional Organization(s) Conferences (e.g., NSTA, NCTM, FEW, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Professional Organization(s) membership (e.g., NSTA, NCTM, FEW, ASEE, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Presentations to Directorate Office - Presentations to OUM - Presentations to Center/Center Director - Presentations to Agency/Administrator - OPM Executive Communications Workshop - Detail to NASA centers and Headquarters - SEB (attendance and participation/committee chair)
Grade 14-15	<ul style="list-style-type: none"> - Toastmasters - Attend and or present at professional conferences - OPM conferences (e.g., Leadership Potential, Conflict Resolution) - CIVIC conferences - Professional Organization(s) Conferences (e.g., NSTA, NCTM, FEW, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Professional Organization(s) membership (e.g., NSTA, NCTM, FEW, ASEE, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Presentations to Directorate Office - Presentations to OUM - Presentations to Center/Center Director - Presentations to Agency/Administrator - OPM Executive Communications Workshop - Detail to NASA centers and Headquarters - SEB (attendance and participation/committee chair)

Career Path Progression

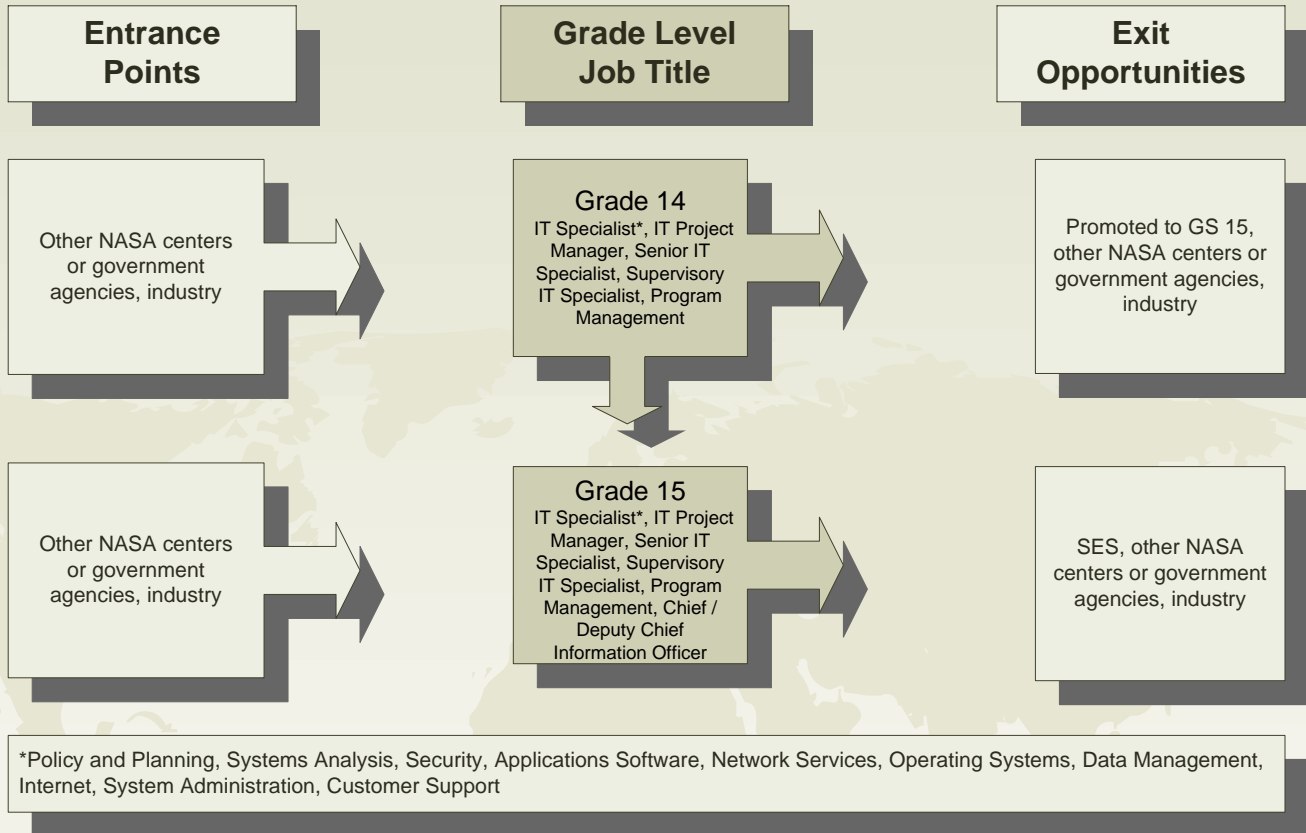
Occupational Series 2210 Information Technology (IT)



*Policy and Planning, Systems Analysis, Security, Applications Software, Network Services, Operating Systems, Data Management, Internet System Administration, Customer Support.

Career Path Progression

Occupational Series 2210 Information Technology (IT)



Criterion

Occupational Series 2210 Information Technology (IT)

Competency	GS 7-9	GS 11-13	GS 14	GS 15
Technical Knowledge: IT Principles	Knowledgeable of IT principles, methods, and practices; knowledgeable of IT systems development life cycle management concepts.	Provides advice and guidance to customers on a variety of complex IT issues; interprets IT policies, standards, and guidelines.	Provides expert technical advice, guidance, and recommendations to management and technical specialists on critical IT issues.	Develops new theories, concepts, principles, standards, and methods for IT Specialists.
Technical Knowledge: Policies and Procedures	Knowledgeable of policies, procedures, and strategies governing the planning and delivery of services throughout the Agency.	Develops and interprets policies, procedures, and strategies governing the planning and delivery of services throughout the Agency.	Makes decisions or recommendations that significantly influence Agency policies, procedures, and strategies governing the planning and delivery of services throughout the Agency.	Advises IT experts across Agencies on a variety of issues by applying or adapting new policies, procedures, and strategies governing the planning and delivery of services throughout the Agency.
Technical Knowledge: Area of Expertise	Knowledgeable of technical area of expertise (e.g., networking, IT security).	Applies knowledge technical area of expertise (e.g., networking, IT security).	Serves as Center technical expert in area of expertise (e.g., networking, IT security).	Serves as advisor to IT experts across Agencies in area of expertise (e.g., networking, IT security).
Customer Service	Works with both internal and external customers in assessing their needs and priorities.	Develops customer requirements that apply to the design, development, implementation, management, and support of systems and networks.	Designs, develops and manages systems that meet current and future business requirements for both internal and external customers.	Serves as senior expert and consultant to Senior Agency Management officials and external customers to advise on integrating IT programs with other programs of equivalent scope and complexity.
Teamwork	Works effectively through active participation in a team environment by making team contributions; promotes a productive working environment (e.g., listening to others, respecting the opinions of others, participating in group activities and group discussion).	Leads teams and works effectively in a team environment through team contributions; promotes a productive working environment (e.g., listening to others, respecting the opinions of others, participating in group activities and group discussion); participates actively in teams internal and external to Center.	Leads Center and Agency teams and works effectively in a team environment through team contributions; promotes a productive working environment (e.g., listening to others, respecting the opinions of others, participating in group activities and group discussion); leads teams internal and external to Center; serves as project manager.	Manages development and productivity of all teams and projects; assesses group alignment with mission and goals; works on Center-wide, Agency and inter-governmental teams.
Communication	Communicates, orally and in writing, an understanding of basic information technology concepts and ideas, (e.g., through conducting an interactive dialog with users via face-to-face meetings, telephone, or other written means).	Communicates, orally and in writing, an understanding of complex information technology concepts and ideas and their application across the Center (e.g., through conducting an interactive dialog with users via face-to-face meetings, telephone, other written means, or virtual collaboration tools).	Communicates, orally and in writing, an understanding of complex information technology concepts and interrelated capabilities and their application across the Center, Agency, government organizations, and external organizations by actively participating on or leading teams.	Communicates, orally and in writing, an understanding of complex information technology concepts and interrelated capabilities and their application across the Center, Agency, government organizations and external organizations by actively participating on or leading teams; oversees communication across the organization to ensure alignment with mission and goals of the organization.
Problem Solving	Identifies and informs management of issues of a procedural nature.	Identifies and resolves routine issues of a tactical or strategic nature; informs management of complex issues and recommends solutions.	Identifies and resolves complex issues of a strategic nature affecting the Branch/Organization/Center; assists other staff in resolving complex issues of a tactical or strategic nature.	Determines and examines the outcomes of issues that have been addressed; ensures that issues are resolved in a manner that is in alignment with the mission and goals of the organization.

Enrichment Activities

Occupational Series 2210 Information Technology (IT)

	Communication	Leadership	Organizational Knowledge
Grade 7-9	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC
Grade 11-12	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM, Center, Agency) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership - Co-lead/lead teams - Professional Development Program - Inter-agency training (e.g., DOJ, DEOMI) - NASA First Program 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC - Participate in Center-wide projects or committees
Grade 13	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM, Center, Agency) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership - Co-lead/lead teams - LDP - Inter-agency training (e.g., DOJ, DEOMI) - OPM courses (e.g., Leadership Potential, Conflict Resolution) - NASA sponsored Leadership courses (e.g., MIP, MEP) - Agency Fellowships - Center and Agency Strategic Plans 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC - Participate in Center-wide projects or committees - Details to NASA Centers or Headquarters
Grade 14	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM, Center, Agency) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership - Co-lead/lead teams - LDP - Inter-agency training (e.g., DOJ, DEOMI) - OPM courses (e.g., Leadership Potential, Conflict Resolution) - NASA sponsored Leadership courses (e.g., MIP, MEP) - Agency Fellowships - Center and Agency Strategic Plans - SES CDP - SEB (committee chair) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC - Participate in Center-wide projects or committees - Details to NASA Centers or Headquarters

Enrichment Activities

Occupational Series 2210 Information Technology (IT)

Technical Knowledge

Customer Service

Grade 7-9

- IT principles, methods, and practices
- IT Systems Development Life Cycle Management concepts
- Performance monitoring principles and methods
- Technical documentation methods and procedures
- Systems security methods and procedures

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

Grade 11-12

- IT concepts, principles, methods, and practices
- IT Systems Development Life Cycle Management concepts
- Performance monitoring principles and methods
- Mission and programs of Langley organizations
- Organization's IT infrastructure
- Systems testing and evaluation principles, methods and tools
- IT security principles and methods
- New and emerging information technologies
- Project management principles and methods

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

Grade 13

- IT concepts, principles, methods, and practices
- IT Systems Development Life Cycle Management concepts
- Performance monitoring principles and methods
- Mission and programs of Langley organizations
- IT security standards, concepts, and methods
- New and emerging technologies and their application
- Project management principles, methods, and practices
- Interrelationships of multiple IT specialties
- Agency's IT architecture

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

Grade 14

- IT concepts, principles, methods, and practices
- IT Systems Development Life Cycle Management concepts
- Performance monitoring principles and methods
- Mission and programs of Langley Organizations
- IT security standards, concepts and methods
- New and emerging technologies and their application
- Project management principles, methods, and practices
- Interrelationships of multiple IT specialties
- Agency's IT architecture
- New IT developments and applications
- Develop new theories, concepts, principles, standards, and methods

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

Career Path Progression

Occupational Series 801 Program/Project Management

Entrance Points

Grade Level Job Title

Exit Opportunities

Science, engineering, or research and development organizations*

Grade 13
Sub-Project Manager or equivalent**

Promoted to GS 14, Sub-Project Manager, research or engineering position as a scientific, technical expert at GS 13 grade level*

Grade 13 Sub-Project Manager, science, engineering, or research and development organizations*

Grade 14
Deputy Project Manager or equivalent**

Promoted to GS 15, Deputy Project Manager, research or engineering position as a scientific, technical expert at GS 14 grade level*

Grade 14 Deputy Project Manager, Science, engineering, or research and development organizations*

Grade 15
Project Manager, Deputy Program Manager or equivalent**

Project Manager, Deputy Program Manager, research or engineering position as a scientific, technical expert, or supervisor or GS 15 grade level*

* Other NASA centers, government agencies, and industry.
 **Equivalent recognizes that the judgment of the supervisor with the concurrence of the Center ultimately determines the appropriate grade level as project/subproject impact, complexity, importance, scope, and breath vary dramatically.

Criterion

Occupational Series 801 Program/Project Management

Competency	GS 13	GS 14	GS 15
Technical Understanding	Knowledgeable of technical field (e.g., Test Project Engineer and Subsystem Manager positions); knowledgeable of systems analyses and their relationship to project management.	Multi-disciplinary understanding of technical fields; utilizes engineering of systems in the decision making process and requirements management.	Broad technical knowledge and experience in research and developmental projects with a strong emphasis on translating customer requirements into goals and objectives.
Leadership	Serves as team lead of subsystem(s) development or sub-projects.	Leads projects of broad scope; coordinates diverse technical groups (multi-disciplinary, multi-Center) of team members primarily within own Agency.	Leads multi-Agency, multi-Center, and/or public/private organizations to achieve broad program goals and objectives.
Planning & Implementation	Knowledgeable of proposal development processes and fundamentals of project management.	Implements project and/or program plans including requirements definition, resource management, risk mitigation, and safety and mission assurance.	Creates, plans and implements projects and/or programs; identifies and fosters partnerships with public and/or private organizations; negotiates with other Agencies and multiple Centers.
Contract Management	Knowledgeable of FARs and their relationship to managing the technical performance of contractors.	Devises acquisition strategies, evaluates technical proposals and provides feedback to COTR on contractor performance.	Knowledgeable of contractual vehicles available for project implementation; develops new and/or utilizes existing vehicles to accomplish project and program goals.
Resource Management	Knowledgeable of accounting principles and milestone tracking.	Knowledgeable of budget process and local (Center) steps involved in projects and/or programs resource management.	Utilizes accounting practices within federal and private organizations to accomplish project and/or program goals.
Knowledge of NASA	Knowledgeable of program and project requirements per NPR 7120.5x (NASA Program and Project Management Processes and Requirements).	Knowledgeable of Center Implementation Plan; implements program and project requirements per NPR 7120.5x (NASA Program and Project Management Processes and Requirements).	Awareness of Agency strategic plan; ensures adherence and alignment to NPR 7120.5x (NASA Program and Project Management Processes and Requirements).
Communication	Presents technical information orally and in writing to team members and project managers.	Presents technical and programmatic information orally and in writing to technical and non-technical groups within Agency.	Presents technical and programmatic information orally and in writing to technical and non-technical groups within and external to the Agency.

Enrichment Activities

Occupational Series 801 Program/Project Management

	Technical Understanding	Leadership	Planning and Implementation
Grade 13	<ul style="list-style-type: none"> - APPEL (e.g., Introduction to Aerospace at NASA, Introduction to Aeronautics, Technical Writing for the NASA Engineer, Communicating Technical Issues, Concept Exploration--System Engineering Fundamentals, and Decision Analysis) 	<ul style="list-style-type: none"> - APPEL (e.g., Negotiation, Decision Analysis, Project Change) - Other courses offered include Strategic Business Management, The Human Element - LLSDP-- APPLICABLE TO SUPERVISORS AND PROJECT/PROGRAM MANAGERS ONLY 	<ul style="list-style-type: none"> - APPEL (e.g., Analysis and Control, Foundations of Risk Management, Requirements Development and Management) - Other courses offered include 7120.5x Training, Project Management, Project Planning
Grade 14	<ul style="list-style-type: none"> - APPEL (e.g., Communicating Technical Issues, Decision Analysis, Managing Complex Projects, Team-Related Issues, Structures, and Management) - Other assignments outside of current field of technical expertise (e.g., LDP), detail to another Center 	<ul style="list-style-type: none"> - APPEL (e.g., Negotiation, Decision Analysis, Team Membership, Team Leadership, Leading Project Change) - Other courses/programs offered include Strategic Business Management, MIP, MEP, LDP - LLSDP-- APPLICABLE TO SUPERVISORS AND PROJECT/PROGRAM MANAGERS ONLY 	<ul style="list-style-type: none"> - APPEL (e.g., Analysis and Control, Foundations of Risk Management, Requirements Development and Management, Communication Strategy and Implementation) - Other courses offered include 7120.5x Training, Project Management, Project Planning
Grade 15	<ul style="list-style-type: none"> - APPEL (e.g., Communicating Technical Issues, Decision Analysis, Managing Complex Projects, Team-Related Issues, Structures, and Management, Project Review Processes and Strategies) - Other assignments outside of current field of technical expertise (e.g., LDP, detail to another Center) 	<ul style="list-style-type: none"> - APPEL (e.g., Negotiation, Decision Analysis, Team Membership, Team Leadership, Leading Project Change) - Other courses/programs offered include Strategic Business Management, MIP, MEP, LDP, FEI, SES CDP - LLSDP-- APPLICABLE TO SUPERVISORS AND PROJECT/PROGRAM MANAGERS ONLY 	<ul style="list-style-type: none"> - APPEL (e.g., Analysis and Control, Foundations of Risk Management, Requirements Development and Management, Communication Strategy and Implementation) - Other courses offered include 7120.5x Training, Project Management, Project Planning, Strategic Partnerships

Enrichment Activities

Occupational Series 801 Program/Project Management

Contract Management

Resource Management

Grade 13

- APPEL (e.g., Performance Based Statement of Work, NASA's Budgeting Process)

- APPEL (e.g., Scheduling and Cost Control)

Grade 14

- APPEL (e.g., Performance Based Statement of Work, NASA's Budgeting Process, Acquisitions and Contracting Workshop)

- APPEL (e.g., Scheduling and Cost Control, Acquisitions and Contracting Workshop)

Grade 15

- APPEL (e.g., Performance Based Statement of Work, NASA's Budgeting Process, Acquisitions and Contracting Workshop)
 - Responsible for a NAR approved acquisition plan, SEB member and/or Selection Official

- APPEL (e.g., Scheduling and Cost Control, Acquisitions and Contracting Workshop, Integrating Cost and Schedule)
 - Other training includes Appropriation and Authorization Process, private industry resource utilization and planning

Career Path Progression

Occupational Series 0018 Safety and Occupational Health

Entrance Points

Military, Jefferson Laboratory, other NASA centers or government agencies, industry

Military, Jefferson Laboratory, other NASA centers or government agencies

Military, Jefferson Laboratory, other NASA centers or government agencies

Grade Level Job Title

Grade 11
Safety and Occupational Health Specialist

Grade 12
Safety and Occupational Health Specialist

Grade 13
Lead Safety and Occupational Specialist

Exit Opportunities

Promoted to GS 12, occupational series 0018, 802, 856, 1152, 1601, or 1670, other NASA centers or government agencies, industry

Promoted to GS 13, occupational series 0018, 802, 856, 1152, 1601, or 1670, other NASA centers or government agencies, industry

Promoted to GS 14, occupational series 1601, management, other NASA centers or government agencies, industry

Criterion

Occupational Series 0018 Safety and Occupational Health

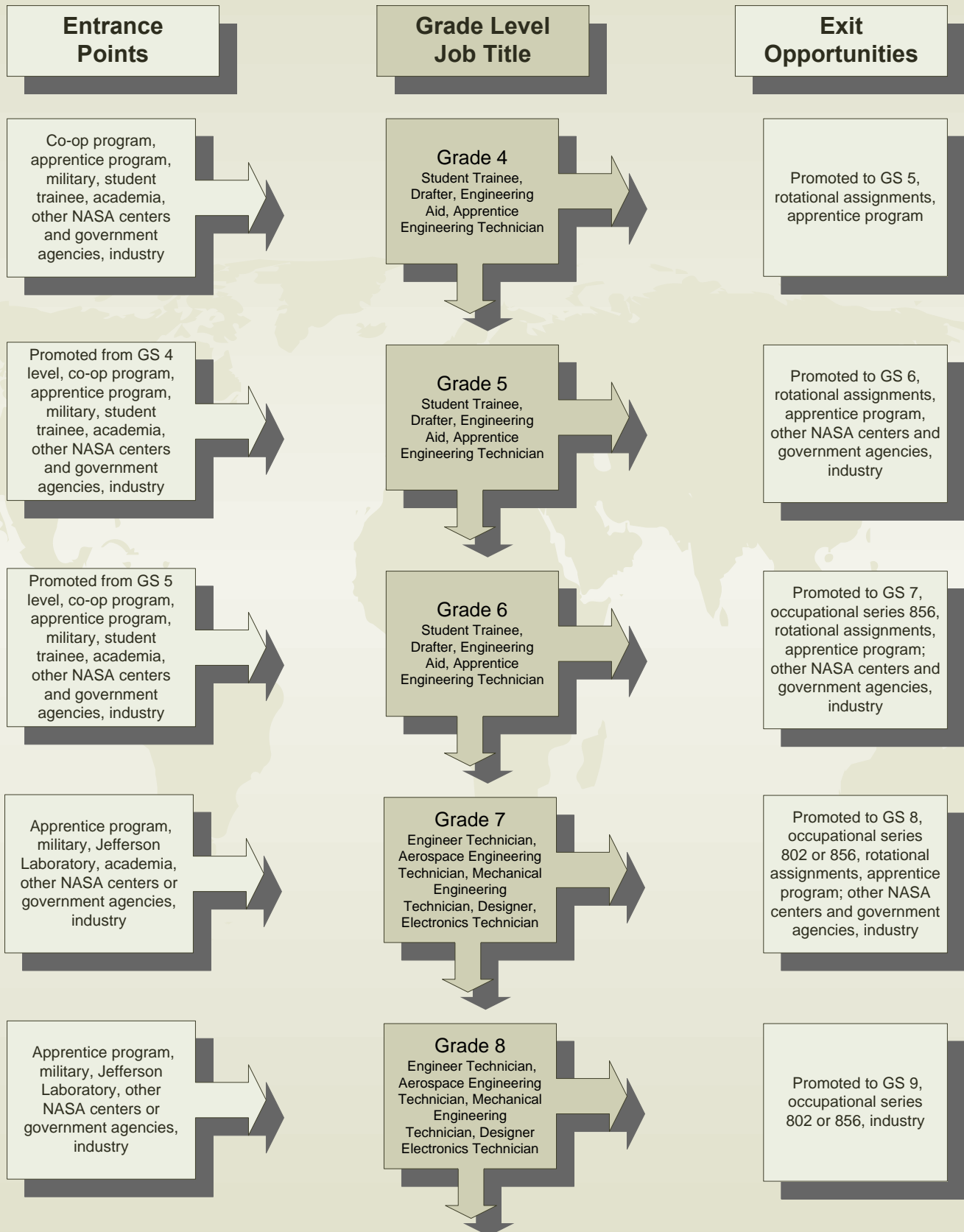
Competency	GS 11	GS 12	GS 13
Teamwork	<p>Performs team assignments with a defined role with minimal supervision; contributes to team outcomes by actively participating as a team member on activities of limited scope and complexity; provides input to Center level review teams, forums, and mishap and accident investigations.</p>	<p>Performs team assignments independently with defined role; contributes to team outcomes by actively participating as a technical specialist; participates in Center level review teams, forums, and mishap and accident investigations; provides specialist level consultation to internal (e.g., technicians and engineers) and external customers concerning safety of facility systems, components, and apparatus; approves pretest plans in coordination with required approval resources (e.g., Standard Practice Engineers, Safety Office).</p>	<p>Leads Center level review teams, forums, and mishap and accident investigations; provides expert level consultation to internal (e.g., technicians and engineers) and external customers concerning safety of facility systems, components, and apparatus; approves and develops pretest plans in coordination with required approval resources (e.g., Standard Practice Engineers, Safety Office); serves as subteam lead for mishap and accident investigation panels when requested providing root causes, recommendations, and reports to Center and Agency leadership; recommends safety improvements and solutions to Safety Office based on team input as required.</p>
Communication	<p>Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government) and to local audiences (e.g., industry, legal, public).</p>	<p>Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government) and to local audiences (e.g., industry, legal, public); develops and obtains approval for waivers for unique experimental methods or apparatus where procedures or directives are not available or have not been developed; provides regular safety briefings to organization and, as a representative to the OUM, provides regular input on status of safety, injury, and illness reports.</p>	<p>Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government) and to local, national, and international audiences (e.g., government, industry, legal, public); develops and obtains approval for waivers for unique experimental methods or apparatus where procedures or directives are not available or have not been developed; provides regular safety briefings to organization and, as a representative to the OUM, provides regular input on status of safety, injury, and illness reports.</p>

Competency	GS 11	GS 12	GS 13
Computer Software/Hardware	Utilizes specialized computer software (e.g., AutoCAD, CAM software, Excel spreadsheets); proficient in Microsoft Office.	Utilizes specialized computer software (e.g., AutoCAD, CAM software, Excel spreadsheets); proficient in Microsoft Office.	Utilizes specialized computer software (e.g., AutoCAD, CAM software, Excel spreadsheets); proficient in Microsoft Office.
Safety/Mission Assurance	Participates in and conducts safety meetings; leads and serves on subcommittees on safety review teams; understands, adheres to, and ensures compliance with safety requirements; performs hazard and risk analyses by working closely with other Center resources; develops and implements safety recommendations; assesses and/or mitigates risks (e.g., environmental, personnel, and facility); designs safety procedures; takes initiative to procure required safety devices and equipment for the organization's personnel; recommends the application of specific techniques, methods, and procedures to eliminate or control unsafe acts or conditions.	Provides job hazard analysis for new and existing processes; validates all facility and laboratory areas for unsafe conditions and implements required documentation for eliminating or reducing hazards to acceptable levels; establishes limits using risk management techniques for defining Safety Analysis Reports on new and existing systems; develops a comprehensive safety plan for identifying training requirements, safety topics, certifications, and communications; maintains awareness of contractor compliance and provides insight for program and safety requirements.	Provides job hazard analysis for new and existing processes; validates all facility and laboratory areas for unsafe conditions and implements required documentation for eliminating or reducing hazards to acceptable levels; establishes limits using risk management techniques for defining Safety Analysis Reports on new and existing systems; often without guidelines, develops and/or designs a comprehensive safety plan for identifying training requirements, safety topics, certifications, and communications; maintains awareness of contractor compliance, and provides insight for program and safety requirements.
Technical/Organizational Knowledge	Demonstrates skills and thorough knowledge required for unique applications within assigned work area; selects and adapts experimental techniques and analytical methods to carry out tasks in assigned work area; develops guidelines and procedures; has knowledge of safety and occupational health principles, practices, procedures, and regulations applicable to the performance of a full range of safety and occupational health management responsibilities; has knowledge of operational work practices involving compressed gasses and flammable and combustible liquids to pinpoint causal factors contributing to mishaps and resulting in dangerous working conditions.	Demonstrates specialist knowledge of systems related to area of responsibility such as pressure, vacuum, high-energy electrical, hydraulic, pneumatic, and steam systems, with proficient knowledge of the processes and procedures required to install, modify, maintain and troubleshoot these systems; has specialist knowledge of engineering practices and principles related to these systems.	Demonstrates mastery of systems related to area of responsibility such as pressure, vacuum, high-energy electrical, hydraulic, pneumatic, and steam systems, with proficient knowledge of the processes and procedures required to install, modify, maintain, and troubleshoot these systems; has mastery of engineering practices and principles related to these systems.

Competency	GS 11	GS 12	GS 13
Leadership	Mentors team members; leads teams in assigned work area; independently plans and administers the safety and occupational health program activities within Branch, and sets due dates for area of responsibility.	Provides direction to team members on prescribed methods and techniques for safe operations and control of hazards associated with the area of responsibility; mentors Organizational Safety Heads on requirements of and responsibilities associated with the area of responsibility; leads safety meetings required for the organization.	Provides direction to team members on prescribed methods and techniques for safe operations and control of hazards associated with the area of responsibility; has full safety oversight of labs and facilities within assigned work area; leads and mentors Organizational Safety Heads on requirements of and responsibilities associated with the area of responsibility; leads safety meetings required for the organization.
Planning and Estimating	Identifies constraints and milestones of assigned work; plans multiple tasks and estimates resources, time, and schedule for assigned work area; typically work assignments are at the task level.	Identifies constraints and milestones of assigned work; plans multiple tasks and estimates resources, time, and schedule for assigned work area; identifies and performs analyses of a variety of hazards in research laboratories and supporting maintenance shops, and reduces or eliminates the potential for injury or property damage or environmental impact; typically work assignments are at the project level.	Integrates the identification and analysis of a variety of hazards in research laboratories and supporting maintenance shops, and reduces or eliminates the potential for injury or property damage, or environmental impact; plans safety activities of civil servant and contract personnel to determine safe levels of resources such as: personnel, materials, equipment, and safeguards; typically work assignments are at the program level.
Technical Problem Solving	Using available and related resources provides resolution to problems and recommends measures to deal with routine problems; when unusual problems exist, seeks professional consultation on methods and techniques that can be used to solve problems; uses a systems approach to troubleshooting; conducts root cause failure analyses to identify problem source; recommends and implements corrective and preventative measures.	Using available and related resources provides resolution to problems and recommends measures to deal with unique problems; researches methods and techniques to solve problems; uses a systems approach to troubleshooting; conducts root cause failure analyses to identify problem source; recommends and implements corrective and preventative measures.	Using available and related resources provides resolution to problems and recommends measures to deal with unprecedented problems; researches methods and techniques to solve problems; uses a systems approach to troubleshooting; conducts root cause failure analyses to identify problem source; recommends and implements corrective and preventative measures; often has to use multiple resources to develop an approach to solving problem.
NOTE: The criterion defined above are in addition to the criterion defined for the 802/856 GS 11 Technician.			

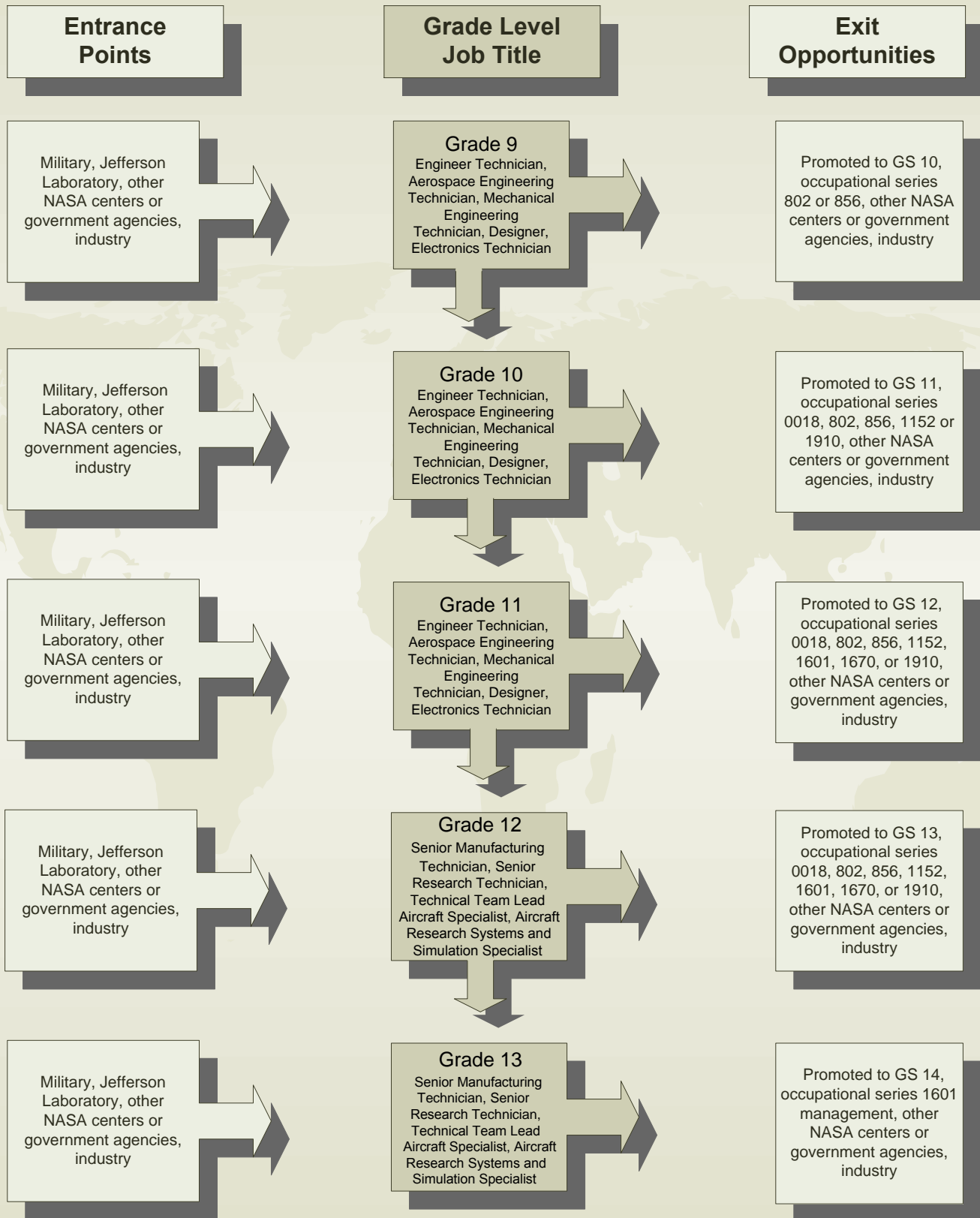
Career Path Progression

Occupational Series 802/856 Engineering Technician



Career Path Progression

Occupational Series 802/856 Engineering Technician



Criterion

Occupational Series 802/856 Engineering Technician

Competency	GS 4-7	GS 8-9	GS 10-11
Teamwork	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Participates in team activities with direction from team lead or supervisor.	Performs team assignments with a defined role requiring minimal supervision; actively contributes to team outcomes.
Communication	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Describes tasks in a clear, concise manner to team members, coworkers, and management; conducts demonstrations for work area to project and management personnel and the public during public relations activities; writes laboratory notes; documents procedures; reviews and revises drawings; develops work statements; completes standard forms.	Articulates complex technical information on a routine basis; conducts meetings (e.g., safety and team meetings); conveys technical information clearly; conducts skills training activities (branch level and inter-center); conducts presentations and tours of work area to management, peers, and the public; writes laboratory notes, technical briefs, and technical reports; reviews procedures for approval; reviews, revises, and develops drawings; develops work statements; completes standard forms.
Computer Software/Hardware	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Utilizes standard computer operations (e.g., email, Microsoft Office); utilizes specialized computer software (e.g., AutoCAD, CAM software, LabView, ProE) to complete work assignments.	Demonstrates proficiency and expertise in specialized computer operations (e.g., AutoCAD, CAM software, LabView, ProE) to complete work assignments.
Safety/Mission Assurance	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Participates in safety meetings and facility readiness reviews; serves on safety review teams; understands and adheres to safety requirements for assigned work area; makes recommendations to ensure safe operations and work environment.	Participates in and conducts safety meetings; serves on safety review teams; understands, adheres to, and ensures compliance with safety requirements; creates and implements safety recommendations; mitigates risks (e.g., environmental, personnel, and facility); designs safety procedures.
Planning and Estimating	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Plans tasks and estimates time, resources, and schedule to complete the tasks.	Identifies contents and milestones of assigned work; plans multiple tasks and estimates resources, time, and schedule for assigned project tasks.

Competency	GS 4-7	GS 8-9	GS 10-11
Technical/ Organizational Knowledge	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Demonstrates fundamental skills (e.g., mechanics, electronics) to complete assignments in work area; uses standard technical and/or organizational references, guides, and procedures to complete technical tasks.	Demonstrates skills and thorough knowledge required for unique applications within assigned work area; selects and/or adapts experimental techniques and analytical methods to carry out tasks in assigned work area; develops guidelines and procedures to effectively complete technical task; interprets organizational guidelines and precedents to successfully accomplish technical tasks/goals.
Leadership	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Mentors engineering aides and students; demonstrates responsibility by completing assigned tasks; meets project milestones.	Mentors technicians and students; provides guidance to internal and external customers; leads teams in assigned work area; serves as focal point for specific systems or teams; demonstrates initiative, makes decisions regarding the approach to be followed in completing work assignments, and improves processes within scope of technical work.
Technical Problem Solving	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Identifies and makes recommendations to solve technical problems; utilizes troubleshooting procedures to solve technical problems; seeks advice for solving complex problems.	Uses broad knowledge base to troubleshoot and solve problems; conducts failure analysis to identify problem source; recommends and implements corrective and preventative measures.

Criterion

Occupational Series 802/856 Engineering Technician

Competency	GS 12 Senior Manufacturing Technician	GS 13 Senior Manufacturing Technician	GS 12-13 Senior Research Technician	GS 12-13 Technical Team Lead
Teamwork	Represents the organizational work unit; serves as specialized technical expert and advisor for specific team tasks.	Leads and serves on a variety of multidisciplinary teams; plans, develops, and implements team goals and objectives; coordinates all team activities and facilitates completion of tasks.	Serves as research team member to define team roles and to advance projects; leads teams in completing project tasks; serves as team or project lead.	Works with research staff to identify and resolve complex technical issues; coordinates system integration and resources; obtains appropriate approval(s) to implement project plans; leads teams in completing project tasks.
Communication	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local audiences (e.g., industry, legal, public).	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local, national, and international audiences (e.g., government, industry, legal, public).	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local, national, and international audiences (e.g., government, industry, legal, public); reads, develops, and writes procedures, technical reports, and documentation.	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local, national, and international audiences (e.g., government, industry, legal, public); reads, develops, and writes procedures, technical reports and documentation.
Computer Software/ Hardware	Proficient in the use and application of specialized computer software (e.g., AutoCAD, CAM software, LabView, ProE); directs individuals (e.g., technicians, subject matter experts, contract support personnel) with software expertise to effectively meet the needs of technical projects/programs.	Recognized subject matter expert in the use and application of specialized computer software (e.g., AutoCAD, CAM software, Labview, ProE); directs individuals (e.g., technicians, subject matter experts, contract support personnel) with software expertise to effectively meet the needs of technical projects/programs.	Integrates various specialized software packages to complete complex work assignments (e.g., AutoCAD, ORCAD, RayCAD); utilizes software efficiently to meet project milestones; understands software limitations and output data.	Knowledgeable of data acquisition systems and equipment utilized in research process.

Competency	GS 12 Senior Manufacturing Technician	GS 13 Senior Manufacturing Technician	GS 12-13 Senior Research Technician	GS 12-13 Technical Team Lead
Safety/Mission Assurance	Proactively participates in monthly workplace safety meetings/audits; reviews hazard and risk analysis information, and recommends, develops, and implements safety requirements; mitigates risks (e.g., environmental, personnel, and facility); proficient in the application, implementation, and compliance of safety requirements; conducts safety requirements and mission assurance training with an emphasis on work procedures and techniques.	Proactively leads and participates in monthly workplace safety meetings/audits; proficient in the application, implementation, and integration of mission assurance policies and procedures; develops and conducts safety requirements and mission assurance training with an emphasis on work procedures and techniques; provides technical guidance and instructions to staff responsible for resolving safety and mission assurance issues related to processes, procedures, and techniques; serves as Facility Coordinator, Alternate Facility Coordinator, and/or Facility Safety Head as required.	Proactively participates in and leads safety meetings; analyzes potential safety concerns with the goal of mission assurance; recommends technical and procedural options that appropriately address multidisciplinary safety and research requirements; participates in and leads Center wide safety committees (e.g., ionizing radiation safety, non-ionizing radiation safety, hazardous material safety).	Proactively participates in and/or leads safety meetings; analyzes potential safety concerns with the goal of mission assurance; recommends technical and procedural options that acceptably address multidisciplinary safety and research requirements; serves as Facility Coordinator, Alternate Facility Coordinator, and/or Facility Safety Operator as required.
Technical/Organizational Knowledge	Recognized subject matter expert in a specific technical area (e.g., mechanical, electronics, composites); leads, manages, and coordinates the activities of fabrication requirements and projects specific to assigned work area; serves as project lead and point of contact for fabrication inquiries and requests within the organizational work unit (lead technician/lead shop concept).	Recognized subject matter expert in a specialized technical area with extensive knowledge, experience, and success in leading, managing, and coordinating the activities of complex fabrication challenges/projects (both within and outside of area of expertise) involving multiple technical disciplines (i.e., mechanical, electronic, composite) and requiring technical interface/exchange with researchers, engineers, technicians, etc., at all organizational levels, internal and external to the Center and Agency.	Recognized expert in specific technical field, serves as point of contact for technical input needed to address internal and external inquiries; understands technical requirements, scope, and theory of projects/tasks; assists in making technical decisions by using conventional techniques or developing new methods; intimately involved in bringing new capabilities to the Center, Agency, and nation.	Applies standard and specialized rules, procedures, or operational methods related to working with unique test facilities; reviews technical work for accuracy and policy adherence; provides advice on resolving complex issues; determines feasibility and methods of modifying test articles and test equipment to meet research requirements; assesses capability and reliability of new or existing equipment and analyzes results to ensure functionality.

Competency	GS 12 Senior Manufacturing Technician	GS 13 Senior Manufacturing Technician	GS 12-13 Senior Research Technician	GS 12-13 Technical Team Lead
Leadership	<p>Manages technical assignments of limited scope directly without the assistance of a Section/Branch Head; provides technical leadership/mentorship to technicians, students, and internal and external customers in the development and integration of research hardware; handles personnel related matters impacting technical progress effectively.</p>	<p>Provides technical leadership and direction broad in scope (e.g., organizational employees, Center, industry/commercialization) to effectively manage technical activities of projects and/or programs directly without the assistance of a Section/Branch Head; serves as subject matter expert and provides mentorship/consultation to technicians, students, and internal/external customers; handles personnel related matters impacting technical progress effectively; collaborates with fabrication, advanced manufacturing, and R&D researchers, exercising wide latitude and independent judgment in work of unusual difficulty and responsibility.</p>	<p>Coordinates with research staff and support services to help lead the team and take the project to the next stage; provides direct input to project plans and studies while functioning as point of contact for specific experimental/measurement techniques; makes decisions to improve processes within scope of technical work; consults with customers on project applicability to other areas and how current work may be of use to them.</p>	<p>Provides technical and limited administrative leadership to team members; serves as team and/or project lead; manages work process (e.g., plans work to be accomplished, adjusts work priorities); makes decisions to improve processes within scope of technical work.</p>
Planning and Estimating	<p>Plans, estimates, and coordinates work to be completed by peers and subordinates, adjusts work schedules and priorities.</p>	<p>Plans, estimates, and coordinates work to be accomplished by team members or work group, directs complete projects or studies of broad scope and complexity (i.e., problems are not directly precedent, requires significant modifications to or adaptations of existing technical and theoretical methods).</p>	<p>Manages independent budget for work tasks; plans acquisitions, schedules, task plans, and resources to fit within project goals and timeline; develops contingency plans.</p>	<p>Plans work to be accomplished by team members; adjusts work priorities within scope of task performed by team; consults with and advises research team on availability of resources needed to support projects; prepares plans, specifications, and cost estimates for new construction or major modification/repair of existing research hardware or facilities.</p>

Competency	GS 12 Senior Manufacturing Technician	GS 13 Senior Manufacturing Technician	GS 12-13 Senior Research Technician	GS 12-13 Technical Team Lead
Technical Problem Solving	Recognized specialist in root cause failure analysis methodologies; demonstrates extensive background and experience in troubleshooting practices and procedures (component to system level) with a history of significant contributions to major problem solving activities Agency-wide.	Recognized subject matter expert; analyzes and reviews problems associated with manufacturing processes, and develops solutions and recommendations for improvements/enhancements; leads and participates on investigative/problem solving teams focusing on solutions for design and fabrication challenges at the Center, Agency, national, and international levels.	Develops innovative solutions and recommendations based on knowledge of specialized and complex subject matter; utilizes a systems engineering approach to root cause identification and failure analysis; conducts independent research to advance the capabilities of the project, Center, and Agency.	Develops innovative solutions and recommendations based on knowledge of specialized and complex subject matter; utilizes a systems engineering approach to root cause identification and failure analysis; examines faculties, systems, and test articles to ensure optimal operations, and recommends improvements, upgrades, and maintenance.

Criterion

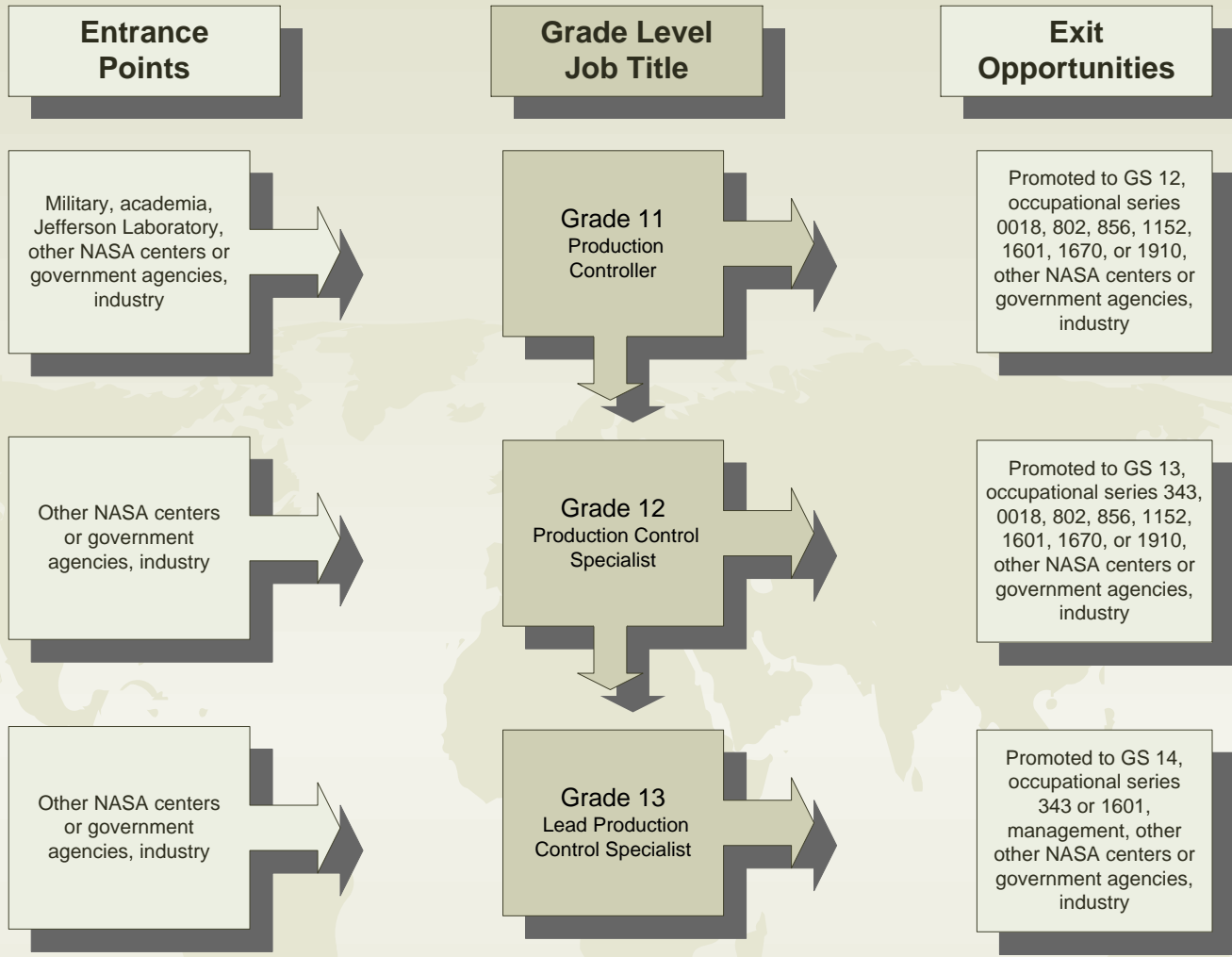
Occupational Series 802/856 Engineering Technician

Competency	GS 12-13 Aircraft Specialist	GS 12-13 Aircraft Research Systems and Simulation Specialist
Teamwork	Leads team and defines roles for maintenance, fabrication, and system upgrades; represents Branch as technical expert for Critical Design Reviews, Preliminary Design Reviews, and Airworthiness and Safety Review Board meetings.	Leads team and defines roles for maintenance, fabrication, and system upgrades; represents Branch as technical expert for Critical Design Reviews, Preliminary Design Reviews, and Airworthiness and Safety Review Board meetings.
Communication	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local, national and international audiences (e.g., government, industry, legal, public) writes, monitors, and reviews briefings for various flight preparation activities; generates system performance reports; writes and updates system operating procedures; demonstrates proficiency for engineering drawings under Configuration Management.	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local, national, and international audiences (e.g., government, industry, legal, public); writes, reviews, revises, and develops engineering drawings; develops and reviews work statements; generates system performance reports; develops unique system operating procedures; demonstrates proficiency of engineering drawings under Configuration Management.
Computer Software/Hardware	Utilizes specialized computer software (e.g., AutoCAD, CAM software, Excel); proficient in Microsoft Office; demonstrates user level knowledge for operation and setup of unique research systems computer software for wide variety of applications; demonstrates capability to adapt software with hardware development for large projects; serves as expert for integrating computer software/hardware to research aircraft applications.	Utilizes specialized computer software (e.g., AutoCAD, ORCAD, CAM software, Excel spreadsheets); proficient in Microsoft Office; demonstrates expert knowledge for operation and setup of specialized Computer Systems to adapt software and hardware for large research system testing to integrate to aircraft applications.
Safety/Mission Assurance	Analyzes potential safety concerns with the goal of mission assurance; recommends technical and procedural options that appropriately address multidisciplinary safety and research requirements; represents Branch as technical expert for presentation to safety review teams and Airworthiness and Safety Review Board meetings; ensures Federal Aviation Administration (FAA) guidelines are adhered to; conducts aircraft logbook reviews; serves as the authority for assuring inspections conducted on aircraft and monitors/maintains aircraft in safety of flight condition.	Analyzes potential safety concerns with the goal of mission assurance; recommends technical and procedural options that appropriately address multidisciplinary safety and research requirements; represents Branch as technical expert for research systems for presentation to safety review teams and Airworthiness and Safety Review Board meetings; demonstrates proficiency in application, implementation, and compliance of critical safety requirements.

Competency	GS 12-13 Aircraft Specialist	GS 12-13 Aircraft Research Systems & Simulation Specialist
Technical/ Organizational Knowledge	Demonstrates skills and through knowledge required for unique applications within assigned work area; selects and adapts experimental techniques and analytical methods to carry out tasks in assigned work area; develops guidelines and procedures; monitors/maintains aircraft in accordance with aircraft manufacturers publications and FAA Regulations; demonstrates comprehensive knowledge of specialized aircraft processes (e.g., service bulletins, airworthiness directives, etc.); leads effort to integrate, troubleshoot, and inspect experimental flight research systems and aircraft systems; maintains FAA certifications and Airframe and Power plant (A&P) license; serves as the technical expert for Center/Agency/industry projects.	Demonstrates technical skills to design, modify, and maintain aircraft and simulator research systems; serves as authority in making decisions concerning system and project-level upgrades; demonstrates knowledge of engineering practices and principles for resolving complex research system issues; demonstrates knowledge of specialized systems to adapt existing technology and equipment for novel applications; develops testing plans for research systems; demonstrates a broad range of integration skills for multidisciplinary airborne initiatives; demonstrates technical knowledge of Aircraft and Simulator specific research systems (i.e., HUD, cockpit displays, specialized computers).
Leadership	Mentors team members; manages technical assignments and leads teams in assigned work area independently ; leads aircraft teams on flight research deployments to accomplish major project objectives; demonstrates authority by making significant decisions while representing Branch; disseminates project task objectives to promote participation through teambuilding.	Mentors team members; manages technical assignments and leads teams in assigned work area independently; leads aircraft teams on flight research deployments to accomplish major project objectives; demonstrates authority by making significant decisions while representing branch; disseminates project task objectives to promote participation through teambuilding.
Planning and Estimating	Identifies constraints and milestones of assigned work; plans multiple tasks and estimates resources; plans and coordinates research system installations; develops maintenance budgets, schedules maintenance and inspections; schedules interfaces to research systems testing; plans and coordinates aircraft system installations and determines priorities to reflect multiple projects requirements.	Identifies constraints and milestones of assigned work; plans multiple tasks and estimates resources; plans and coordinates research system installations; develops maintenance budgets, schedules maintenance and inspections; schedules interfaces to research systems testing; plans and coordinates aircraft system installations and determines priorities to reflect multiple projects requirements.
Technical Problem Solving	Develops innovative solutions and recommendations based on knowledge of specialized and complex subject matter; utilizes a systems engineering approach to root cause identification and failure analysis; recommends and implements corrective and preventative measures; demonstrates technical knowledge and proficiency for a wide variety of aircraft and ground system diagnostic equipment and calibration tools.	Develops innovative solutions and recommendations based on knowledge of specialized and complex subject matter; utilizes a systems engineering approach to root cause identification and failure analysis; recommends and implements corrective and preventative measures; demonstrates technical knowledge and proficiency for a wide variety of research test instruments and calibration tools.
NOTE: The criterion defined above are in addition to the criterion defined for the 802/856 GS 11 Technician.		

Career Path Progression

Occupational Series 1152 Production Control



Criterion

Occupational Series 1152 Production Control

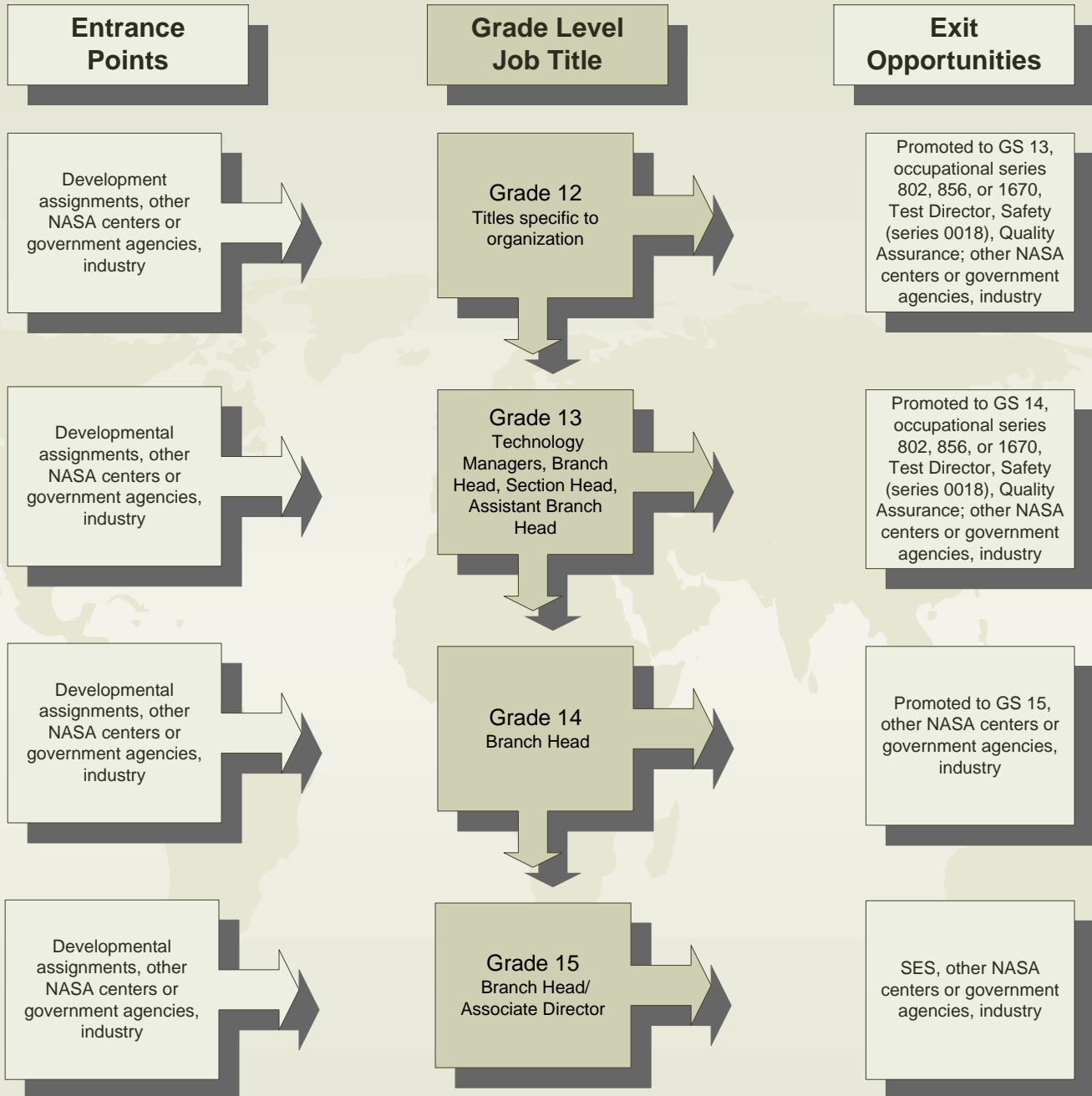
Competency	GS 12	GS 13
Teamwork	Represents Section and/or Branch, and functions as a technical expert for specific team tasks.	Leads teams and develops and implements team goals and objectives.
Communication	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government) and to local audiences (e.g., industry, legal, public).	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local, national, and international audiences (e.g., government, industry, legal, public).
Computer Software/Hardware	Proficient in use and application of specialized computer software (e.g., AutoCAD, CAM Software, ProE); directs others with software expertise to effectively meet the contractual requirements of the projects/programs.	Recognized subject matter expert in use and application of specialized computer software (e.g., AutoCAD, CAM software, Labview, ProE); directs others with software expertise to effectively meet the needs of technical projects.
Safety/Mission Assurance	Actively participates in monthly workplace safety audits; reviews hazard and risk analyses, and recommends, develops, and implements safety requirements; mitigates risks related to contractual requirements (e.g., environmental, personnel, and facility); proficient in the application, implementation, and compliance of safety requirements related to FAR, NASA FAR supplements, and LMS organizational and Center procedures; conducts safety requirements and mission assurance training with an emphasis on work procedures and techniques.	Leads monthly workplace safety audits; proficient in the application, implementation, and integration of mission assurance policies and procedures related to FAR, NASA FAR supplements, and LMS organizational and Center procedures; develops and conducts safety requirements and mission assurance training with an emphasis on work procedures and techniques; provides technical guidance and instructions to staff for resolving safety and mission assurance issues related to processes, procedures, and techniques.
Technical/Organizational Knowledge	Applies comprehensive knowledge of Center's procurement strategies and priorities related to contracting; has extensive experience and comprehensive knowledge of contract administration and procurement regulations (FAR, NASA FAR supplements), and LMS organizational and Center procedures; serves as "smart buyer" for procurement of contracted hardware; develops innovative solutions to complex technical problems and/or challenges.	Recognized subject matter expert in a specialized technical area; recommends changes to procurement strategies; develops guidelines and procedures to increase efficiency at the work unit level; develops innovative solutions to complex technical problems and/or challenges; participates on intra-center teams focusing on solutions for design and fabrication challenges with Agency level projects and programs.

Competency	GS 12	GS 13
Planning and Estimating	Plans, estimates, and coordinates work to be completed by peers and subordinates, adjusts work schedules and priorities.	Plans, develops, organizes, administers, evaluates, and coordinates comprehensive aerospace programs for projects/programs; plans, estimates, and directs complete projects or studies of complex nature (e.g., problems are not directly precedent, requires significant modifications to or adaptations of existing contract administration or FAR requirements).
Leadership	Demonstrates leadership to employees in work unit and independently manages technical assignments; serves as mentor, consultant or technical specialist to internal (e.g., engineers, technicians, students) and external customers in the development and integration of research hardware; effectively handles interpersonal related matters impacting technical progress.	Demonstrates leadership that is broad in scope (e.g., work unit employees, Center, industry/commercialization) and independently manages technical activities of projects and programs, serves as mentor, consultant, or technical specialist to internal (e.g., engineers, technicians, students) and external customers; effectively handles interpersonal related matters impacting technical progress; exercises wide latitude and independent judgment in collaboration with fabrication, advanced manufacturing, and R&D researcher(s) in completing work of unusual difficulty and responsibility along specialized technical lines.
Technical Problem Solving	Recognized specialist in root cause procedures to assess component failure; has extensive background in troubleshooting manufacturing practices and procedures with demonstrated contributions to major problem-solving activities Center-wide.	Recognized technical and/or contractual subject matter expert, leads and participates on investigative/problem solving teams focusing on solutions for design and fabrication challenges at the Center and Agency, at both national and international levels.

NOTE: The criterion defined above are in addition to the criterion defined for the 802/856 GS 11 Technician.

Career Path Progression

Occupational Series 1601 Management



Criterion

Occupational Series 1601 Management

Competency	GS 12-13 Project/Construction Management	GS 12-13 Section Head/ Assistant Branch Head	GS 13-14 Branch Head	GS 15 Branch Head/ Associate Director
Managing	Manages all aspects of assigned project from conception through execution, activation, and completion, including requirements, costs, schedules, and performance.	Manages day to day operations of the Section to include planning and reviewing of technical work of staff.	Manages day to day operations of Branch to include long term and strategic planning of work within multiple technical areas.	Manages strategic direction and development of assigned workforce to include reviewing complex, multidisciplinary work and integrating information from across the Center.
Planning	Plans and establishes project requirements, prepares cost estimates, schedules, and work breakdown structures.	Plans work and assigns tasks to accomplish research goals; negotiates timelines and milestones for projects.	Plans work and establishes goals and objectives by assigning work of Section Heads and staff; collaborates with Section Heads to ensure workforce and resources for projects are available.	Plans work and establishes goals and objectives across Center; negotiates work Agency- and Center-wide and with external customers; collaborates with Branch Heads to ensure workforce and resources for projects are available.
Implementation	Develops engineering design, specifications, drawings, and procedures; implements complete projects using available data, guidelines, precedents, codes, safety policies, and sound engineering practices.	Translates goals into effective plans and schedules; develops goals to complete assigned work; negotiates and accomplishes milestones; ensures work of staff meets deadlines.	Negotiates scope of program goals with Directorates and offices across the Center; translates program goals into effective work plans and schedules for multiple organizations; negotiates and coordinates completion of work across Center.	Negotiates scope of program goals center-wide, agency-wide, government-wide, and industry; translates program goals into effective work plans and schedules for multiple organizations; negotiates and coordinates completion of work across Agency.
Administration	Develops and maintains pertinent project documentation including plans and procedures, drawings, logbooks, and preventative/predictive maintenance records; prepares and presents project status reports to upper management and customers both verbally and using electronic media.	Approves leave, recommends disciplinary actions, awards, and promotions; recommends hiring decisions; establishes training plans for subordinates; provides technical and career guidance to subordinates; coordinates with union.	Approves leave, recommends and implements disciplinary actions, awards, and promotions; recommends and approves hiring decisions; establishes career development activities and competencies for Branch level capabilities; provides technical and career development guidance to subordinates; ensures compliance with union agreements and negotiates with union.	Approves leave, recommends and implements disciplinary actions, awards, and promotions; recommends and approves hiring decisions; establishes career development activities and competencies for Branch level capabilities; provides technical, career, and skill development guidance to subordinates; leads strategic direction in workforce development and succession planning; ensures compliance with union agreements and negotiates with union.

Competency	GS 12-13 Project/Construction Management	GS 12-13 Section Head/ Assistant Branch Head	GS 13-14 Branch Head	GS 15 Branch Head/ Associate Director
Mission Assurance	Defines requirements, constructs, activates, and verifies functionality of required system to assure compliance with mission goals and objectives.	Ensures research readiness within assigned work area by utilizing Center resources.	Ensures research readiness within multiple work areas across Branch by utilizing Center resources.	Provides coordination and ensures research readiness within multiple work areas across several branches by utilizing Center resources.
Technical Leadership	Coordinates work of other organizations, and reviews, analyzes, and integrates various efforts to ensure that project has minimum impact on scheduled experimental investigations; generates work statements for contract support and provides technical oversight during the design and construction phases; develops and applies new concepts, techniques, or experimental theories in solving problems not readily treatable by existing methods.	Demonstrates skills and knowledge necessary to complete tasks assigned to Section; selects and adapts experimental techniques and analytical methods to complete assignments; implements new guidelines and procedures to improve operational efficiency within Section.	Represents the multidisciplinary functional areas associated with the Branch during programmatic reviews with Directorate management; negotiates with program offices for new work; approves use of new experimental techniques and methods; reviews, modifies, and selects new guidelines and procedures to improve operational efficiency of all Branch equipment and labs.	Represents the multidisciplinary functional areas associated with the Directorate during programmatic reviews at the Center level; negotiates for new work across other Center directorates and with other Centers, government labs, and industry; approves use of new experimental techniques and methods; approves new guidelines and procedures to improve operational efficiency of the organization.
NOTE: The criterion defined above are in addition to the criterion defined for the 802/856 GS 11 Technician.				

Career Path Progression

Occupational Series 1670 Equipment Specialist

Entrance Points

Occupational series 802, 856 or 1601, other NASA centers or government agencies, industry

Occupational series 802, 856 or 1601, other NASA centers or government agencies, industry

Grade Level Job Title

Grade 12
Equipment Specialist

Grade 13
Equipment Specialist

Exit Opportunities

Promoted to GS 13, occupational series 802 or 856, other NASA centers or government agencies, industry

Promoted to GS 14, occupational series 802, 856 or 1601, other NASA centers or government agencies, industry

Criterion

Occupational Series 1670 Equipment Specialist

	GS-12 or GS-13 Equipment Specialist - Research/Utility/Institutional Facilities	GS-12 or GS-13 Equipment Specialist - Research/Utility/Institutional Facilities
Teamwork	Leads and/or serves on a variety of multidisciplinary teams; responsible for the planning, development, and implementation of team goals and objectives; coordinates all team activities and facilitates completion of tasks.	Leads and/or serves on a variety of multidisciplinary teams; responsible for the planning, development, and implementation of team goals and objectives; coordinates all team activities and facilitates completion of tasks.
Communication	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (i.e., professional, educational, public, government), and to local, national, and international audiences (i.e., government, industry, legal, public); reads, develops, and writes procedures, technical reports, and documentation.	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (i.e., professional, educational, public, government), and to local, national, and international audiences (i.e., government, industry, legal, public); reads, develops, and writes procedures, technical reports, and documentation.
Safety/Mission Assurance	Proactively participates in and leads safety meetings; uses appropriate safety discipline and applicable engineering codes, defines requirements, constructs, activates, and verifies functionality of the required system to assure compliance with mission goals and objectives; analyzes potential safety concerns; recommends technical and procedural options that acceptably address multidisciplinary safety and research requirements.	Proactively participates in and leads safety meetings; uses appropriate safety discipline and applicable engineering codes, defines requirements, constructs, activates, and verifies functionality of the required system to assure compliance with mission goals and objectives; analyzes potential safety concerns; recommends technical and procedural options that acceptably address multidisciplinary safety and research requirements.
Technical/Organizational Knowledge*	Assignments within this series vary widely across Center resulting in the necessary technical and organizational knowledge to be significantly different for different jobs; specific requirements will be sufficiently detailed in the Position Description; recognized expert in a very specific technical field, serves as point of contact for technical input needed to address internal inquiries; understands technical requirements, scope, and theory of projects/tasks; assists in making technical decisions by using conventional techniques; assists in bringing new capabilities to the Center, Agency, and Nation.	Assignments within this series vary widely across Center resulting in the necessary technical and organizational knowledge to be significantly different for different jobs; specific requirements will be sufficiently detailed in the Position Description; recognized expert in a very specific technical field, serves as point of contact for technical input needed to address internal and external inquiries; develops and understands technical requirements, scope, and theory of projects/tasks; makes technical decisions by using conventional techniques or developing new methods; intimately involved in bringing new capabilities to the Center, Agency, and Nation.
Technical Problem Solving	Develops innovative solutions and recommendations based on knowledge of specialized and complex subject matter; recognized specialist in root cause failure analysis methodologies; demonstrates extensive background and experience in troubleshooting practices and procedures with a history of significant contributions to major problem solving activities Agency-wide.	Develops innovative solutions and recommendations based on knowledge of specialized and complex subject matter; recognized specialist in root cause failure analysis methodologies; demonstrates extensive background and experience in troubleshooting practices and procedures with a history of significant contributions to major problem solving activities Agency-wide.

	GS-12 or GS-13 Equipment Specialist - Research/Utility/Institutional Facilities	GS-12 or GS-13 Equipment Specialist - Research/Utility/Institutional Facilities
Leadership	Provides technical leadership and direction broad in scope (i.e., organizational employees, Center, industry/commercialization) to effectively manage technical activities of projects and/or programs directly without the assistance of Branch Head; as subject matter expert, provides mentorship/consultation to technicians, students, and internal/external customers; effectively handles personnel related matters impacting technical progress; coordinates with team and support services personnel to lead the team and take the project to the next stage; provides direct input to project plans and studies while functioning as point of contact for specific functions; makes decisions to improve processes within scope of technical work.	Provides technical leadership and direction broad in scope (i.e., organizational employees, Center, industry/commercialization) to effectively manage technical activities of projects and/or programs directly without the assistance of Branch Head; as subject matter expert, provides mentorship/consultation to technicians, students, and internal/external customers; effectively handles personnel related matters impacting technical progress; coordinates with team and support services personnel to lead the team and take the project to the next stage; provides direct input to project plans and studies while functioning as point of contact for specific functions; makes decisions to improve processes within scope of technical work.
Computer Software/Hardware	Proficient in the use of MS Office software and application of specialized computer software as required by area of specialty; knowledgeable of computer software/hardware solutions for problem resolution in specialized technical area; integrates various specialized software packages to solve complex problems; utilizes software efficiently to meet project milestones; understands software limitations and interprets data.	Proficient in the use of MS Office software and application of specialized computer software as required by area of specialty; knowledgeable of computer software/hardware solutions for problem resolution in specialized technical area; integrates various specialized software packages to solve complex problems; utilizes software efficiently to meet project milestones; understands software limitations and interprets data.
Planning and Estimating	Plans and establishes project requirements; plans resources to fit within project goals and timeline; develops contingency plans, schedules, and work breakdown structure; identifies material requirements and long lead items; estimates human resource needs and establishes required labor skills.	Plans and establishes project requirements; plans resources to fit within project goals and timeline; develops contingency plans, schedules, and work breakdown structure; identifies material requirements and long lead items; estimates human resource needs and establishes required labor skills.
<p>NOTE: The criterion defined above is in addition to the criterion defined for the 802/856 GS 11 Technician.</p> <p>*The only progression in the series occurs in the technical/organizational knowledge competency. The description of this competency depends on the type of work, which can vary significantly across the LaRC organizations.</p>		

Career Path Progression

Occupational Series 1910 Quality Assurance

Entrance Points

Military, academia, Jefferson Laboratory, other NASA centers or government agencies (DOD, NIST), industry

Military, academia, Jefferson Laboratory, other NASA centers or government agencies (DOD, NIST), industry

Military, academia, Jefferson Laboratory, other NASA centers or government agencies (DOD, NIST), industry

Grade Level Job Title

Grade 11
Quality Assurance Specialist

Grade 12
Quality Assurance Specialist

Grade 13
Lead Quality Assurance Specialist,
Supervisory Quality Assurance Specialist

Exit Opportunities

Promoted to GS 12, occupational series 0018, 802, 856, 1152, 1601, 1670, or 1910, other NASA centers or government agencies, industry

Promoted to GS 13, occupational series 0018, 802, 856, 1152, 1601, 1670, or 1910, other NASA centers or government agencies, industry

Promoted to GS 14, management, occupational series 1601, other NASA centers or government agencies, industry

Criterion

Occupational Series 1910 Quality Assurance Specialist

Competency	GS 12	GS 13
Teamwork	Represents work unit and functions as specialized quality assurance requirements expert and advisor in the implementation and verification of quality assurance practices, procedures, and requirements.	Leads teams, and develops and implements team goals and objectives; independently consults with research staff and support services to ensure compliance with required quality assurance practices and procedures.
Communication	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local audiences (e.g., industry, legal, public).	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local, national, and international audiences (e.g., industry, legal, public).
Computer Software/ Hardware	Proficient in the use and application of specialized computer software (e.g., PCDMIS, Imagware Surfacar, web based document/procedure servers), and is capable of directing individuals (e.g., technicians, subject matter experts, contract support) with software expertise to effectively meet the quality assurance requirements of the projects/programs.	Recognized as a subject matter expert in the use and application of specialized computer software (e.g., PCDMIS, Imagware Surfacar, web based document/procedure servers, weld procedure requirements development), and is capable of directing individuals (e.g., technician, subject matter experts, contract support) with software expertise to effectively meet the quality assurance requirements of the projects/programs.
Safety/Mission Assurance	Assists lead quality assurance specialist in development, integration, evaluation, and coordination of comprehensive aerospace quality assurance programs; actively participates in monthly workplace safety audits; reviews hazard and risk analysis information, and recommends, develops, and implements safety requirements; mitigates quality assurance and safety risks (e.g., environmental, personnel, and facility); applies, implements, and ensures compliance with safety requirements; conducts training with an emphasis on safety requirements and mission assurance procedures and techniques.	Develops, organizes, administers, evaluates, and coordinates comprehensive aerospace quality assurance programs; leads monthly workplace safety audits; applies, implements, ensures compliance of and integrates mission assurance policies and procedures; develops and conducts training with an emphasis on safety requirements and mission assurance procedures and techniques; resolves safety and mission assurance issues related to processes, procedures, and techniques by providing technical guidance and instructions.
Technical/ Organizational Knowledge	Applies extensive knowledge of manufacturing technology (e.g., metals, composites, electronics) and quality assurance practices and procedures; provides quality assurance specialists with technical guidance and instructions to resolve operating problems relating to processes, procedures, techniques, and logistics; leads verification and testing of test articles and research hardware; increases the capability of specialized equipment by adapting existing technology for new or unique applications; develops guidelines and procedures to reduce task(s) cycle time; has an advanced understanding of a specialized and complex subject matter relating to quality assurance related technical areas (e.g. NPR's, LPR's, and LMS procedures); independently consults with research staff and support services to verify the required quality assurance practices and procedures are understood and complied with.	Develops and ensures compliance with quality assurance practices, procedures, and requirements; develops local operating procedures and organizational work instructions to supplement regulations and manuals; recognized as a quality assurance requirements subject matter expert; develops guidelines and procedures to increase efficiency at the work unit level; develops innovative solutions to complex technical problems and/or challenges; participates on intra-center teams focusing on solutions for design and fabrication challenges with agency level projects and programs; reviews technical work performed at LaRC for accuracy and adherence to quality assurance practices, procedures and requirements for flight/crew rated requirements; serves as a subject matter expert and advisor in the implementation and verification of quality assurance practices, procedures, and requirements (e.g., NPR's, LPR's, LMS, and other NASA centers procedure requirements).

Competency	GS 12	GS 13
Planning and Estimating	Assists in planning programs directed toward the testing and validation of aeronautics and space rated hardware; plans, estimates, and coordinates work to be completed by colleagues and subordinates and adjusts work schedules and priorities.	Plans, develops, organizes, administers, evaluates, and coordinates comprehensive aerospace quality assurance programs for projects/programs; plans, estimates, and directs complete projects or studies of complex nature where problems are not directly precedent and require significant modifications to or adaptations of existing quality assurance requirements.
Technical Problem Solving	Emerging specialist in root cause failure analysis methodologies from a quality requirements perspective; has extensive background in trouble shooting practices and procedures with a history of significant contributions to major problem solving activities Agency-wide.	Recognized as quality requirements subject matter expert who leads and/or participates on investigative/problem solving teams focusing on solutions for design and fabrication challenges at the Center and Agency, and at national and international levels.
NOTE: The criterion defined above is in addition to the criterion defined for the 802/856 GS 11 Technician.		



Enrichment Activities

Occupational Series 0018/802/856/1152/1601/1910 Technicians

	Teamwork	Communication	Safety/Mission Assurance
Grade 4-6	<ul style="list-style-type: none"> - Develop knowledge of Center processes - Attend skills development program training courses - Attend Interpersonal Skills training 	<ul style="list-style-type: none"> - Utilize electronic communication (e-mail, MS Office) - Participate in Outreach activities - Attend public speaking and technical writing courses - Participate in Toastmasters 	<ul style="list-style-type: none"> - Attend occupational safety and health related courses - Participate in safety meetings and reviews
Grade 7-8	<ul style="list-style-type: none"> - Develop knowledge of Center processes - Attend skills development program training courses - Attend Interpersonal Skills training 	<ul style="list-style-type: none"> - Utilize electronic communication (e-mail, MS Office) - Participate in Outreach activities - Attend public speaking and technical writing courses - Participate in Toastmasters - Serve as mentor for students 	<ul style="list-style-type: none"> - Attend occupational safety and health related courses - Attend training for Facility Safety Head/Facility Coordinator - Participate in safety meetings and reviews
Grade 9-11	<ul style="list-style-type: none"> - Develop knowledge of Center processes - Attend skills development program training courses - Attend Interpersonal Skills training - Serve on Center-wide teams - Volunteer for Agency/Center-wide teams, committees, boards, and panels 	<ul style="list-style-type: none"> - Utilize electronic communication (e-mail, MS Office) - Participate in Outreach activities and conduct tours - Attend public speaking and technical writing courses - Participate in Toastmasters - Serve as mentor for students - Author/co-author technical briefs/papers - Give presentations (e.g., Branch, Directorate, Center) 	<ul style="list-style-type: none"> - Attend occupational safety and health related courses - Attend training for Facility Safety Head/Facility Coordinator - Participate in safety meetings and reviews - Manage safety checklists and protocols
Grade 12-13	<ul style="list-style-type: none"> - Develop knowledge of Center processes - Attend skills development program training courses - Attend Interpersonal Skills training - Serve on Center-wide teams - Volunteer for Agency/Center-wide teams, committees, boards, and panels - Participate in technical interchange with industry and other government organizations for benchmarking, etc. - Participate in technical internship, details, and cross-training activities - Serve as a member of professional societies 	<ul style="list-style-type: none"> - Utilize electronic communication (e-mail, MS Office) - Participate in Outreach activities and conduct tours - Attend public speaking and technical writing courses - Participate in Toastmasters - Serve as mentor for students - Author/co-author technical briefs/papers - Give presentations (e.g., Branch, Directorate, Center) - Attend professional/technical conferences 	<ul style="list-style-type: none"> - Attend occupational safety and health related courses - Attend training for Facility Safety Head/Facility Coordinator - Participate in safety meetings and reviews - Manage safety checklists and protocols
Grade 14-15	<ul style="list-style-type: none"> - Develop knowledge of Center processes - Attend skills development program training courses - Attend interpersonal skills training - Serve on Center-wide teams - Volunteer for Agency/Center-wide teams, committees, boards, and panels - Participate in technical interchange with industry and other government organizations for benchmarking, etc. - Participate in technical internship, details, and cross-training activities - Serve as a member of professional societies 	<ul style="list-style-type: none"> - Utilize electronic communication (e-mail, MS Office) - Participate in Outreach activities and conduct tours - Attend public speaking and technical writing courses - Participate in Toastmasters - Serve as mentor for students - Author/co-author technical briefs/papers - Give presentations (e.g., Branch, Directorate, Center) - Attend professional/technical conferences - Participate in internship programs 	<ul style="list-style-type: none"> - Attend occupational safety and health related courses - Attend training for Facility Safety Head/Facility Coordinator - Participate in safety meetings and reviews - Manage safety checklists and protocols

Enrichment Activities

Occupational Series 0018/802/856/1152/1601/1910 Technicians

	Technical/Organizational Knowledge	Leadership	Computer Software/Hardware
Grade 4-6	<ul style="list-style-type: none"> - Network - Attend specialized training relevant to your job - Develop an IDP - LMS 	<ul style="list-style-type: none"> - Seek a mentor - Participate in Outreach activities - Prepare for leadership opportunities through networking 	<ul style="list-style-type: none"> - Support a combination of technical and administrative duties - Support technical requirements as needed - Attend NASA sponsored training
Grade 7-8	<ul style="list-style-type: none"> - Network - Attend specialized training relevant to your job - Develop an IDP - Develop knowledge in metrology - Continue education in specific fields/areas (e.g., community college, on-the-job training, universities, workshops) - Develop new and evolving technology skills - LMS 	<ul style="list-style-type: none"> - Seek a mentor - Participate in Outreach activities and conduct tours - Prepare for leadership opportunities through networking - Serve as a mentor to students, apprentices, and new employees - Retrain employees - Volunteer for leadership assignments 	<ul style="list-style-type: none"> - Support a combination of technical and administrative duties - Support technical requirements as needed - Attend NASA sponsored training
Grade 9-11	<ul style="list-style-type: none"> - Network - Attend specialized training relevant to your job - Develop an IDP - Develop knowledge in metrology - Continue education in specific fields/areas (e.g., community college, on-the-job training, universities, workshops) - Develop new and evolving technology skills - Author/co-author and review technical briefs/papers - Develop knowledge of Configuration Management - Obtain licenses/certificates - LMS 	<ul style="list-style-type: none"> - Seek a mentor - Participate in Outreach activities and conduct tours - Prepare for leadership opportunities through networking - Serve as a mentor to students, apprentices, and new employees - Retrain employees - Volunteer for leadership assignments - Attend leadership skills training courses 	<ul style="list-style-type: none"> - Support a combination of technical and administrative duties - Support technical requirements as needed (e.g., AUTOCAD, LabView, Pro Engineer, Simulation) - Attend AASA sponsored training - Support data acquisition system development
Grade 12-13	<ul style="list-style-type: none"> - Network - Attend specialized training relevant to your job - Develop an IDP - Develop knowledge in metrology - Continue education in specific fields/areas (e.g., community college, on-the-job training, universities, workshops) - Develop new and evolving technology skills - Author/co-author and review technical briefs/papers - Develop knowledge of Configuration Management - Obtain licenses/certificates - Attend technical conferences - Attend professional society meetings - LMS 	<ul style="list-style-type: none"> - Seek a mentor - Participate in Outreach activities and conduct tours - Prepare for leadership opportunities through networking - Serve as a mentor to students, apprentices, and new employees - Retrain employees - Volunteer for leadership assignments - Attend leadership skills training courses - Attend Business Education Program training - Work with management team regarding internships - Attend and participate in conferences - Attend project and program management training 	<ul style="list-style-type: none"> - Support a combination of technical and administrative duties - Support technical requirements as needed (e.g., AUTOCAD, LabView, Pro Engineer, Simulation) - Attend NASA sponsored training - Support data acquisition system development - Develop knowledge of Agency/Center MIS (e.g., PMII, FWOCS, WPS WIMS, AWARE)
14-15	<ul style="list-style-type: none"> - Network - Attend specialized training relevant to your job - Develop an IDP - Develop knowledge in metrology - Continue education in specific fields/areas (e.g., community college, on-the-job training; universities, workshops) - Develop new and evolving technology skills - Author/co-author and review technical briefs/papers - Develop knowledge of Configuration Management - Obtain licenses/certificates - Attend technical conferences - Attend professional society meetings - LMS 	<ul style="list-style-type: none"> - Seek a mentor - Participate in Outreach activities and conduct tours - Prepare for leadership opportunities through networking - Serve as a mentor to students, apprentices, and new employees - Retrain employees - Volunteer for leadership assignments - Attend leadership skills training courses - Attend Business Education Program training - Work with management team regarding internships - Attend and participate in conferences - Attend project and program management training 	<ul style="list-style-type: none"> - Support a combination of technical and administrative duties - Support technical requirements as needed (e.g., AUTOCAD, LabView, Pro Engineer, Simulation) - Attend NASA sponsored training - Support data acquisition system development - Develop knowledge of Agency/Center MIS (e.g., PMII, FWOCS, WPS, WIMS, AWARE)

Enrichment Activities

Occupational Series 0018/802/856/1152/1601/1910 Technicians

Planning and Estimating

Technical Problem Solving

Grade 4-6

- Develop skills in archiving and document stores
- Attend training in Multi-tasking/Time Management

- Identify problems and offer preventive and corrective measures

Grade 7-8

- Develop skills in archiving and document stores
- Attend training in Multi-tasking/Time Management
- Attend Resource Management and Scheduling training
- Develop knowledge of Center processes

- Identify problems and offer preventive and corrective measures
- Attend training to develop troubleshooting, risk analysis, root cause identification, failure analysis, and hazard analysis skills

Grade 9-11

- Develop skills in archiving and document stores
- Attend training in Multi-tasking/Time Management
- Attend Resource Management and Scheduling training
- Develop knowledge of Center processes
- Attend project and program management training
- Attend COTR and Configuration Management training

- Identify problems and offer preventive and corrective measures
- Attend training to develop troubleshooting, risk analysis, root cause identification, failure analysis, and hazard analysis skills
- Attend training relative to participating on accident investigations and mishap boards
- Participate on accident investigations and mishap boards

Grade 12-13

- Develop skills in archiving and document stores
- Attend training in Multi-tasking/Time Management
- Attend Resource Management and Scheduling, COTR, and Configuration Management training
- Develop knowledge of Center processes
- Attend Project and Program Management training
- Attend LMDP courses
- Develop knowledge of LaRC's MIS and attend Asset Management training
- Manage and understand procurement policies
- Attend SEB training and serve as consultant for SEB

- Identify problems and offer preventive and corrective measures
- Attend training to develop troubleshooting, risk analysis, root cause identification, failure analysis, and hazard analysis skills
- Attend training relative to participating on accident investigations and mishap boards
- Participate on accident investigations and mishap boards

Grade 14-15

- Develop skills in archiving and document stores
- Attend training in Multi-tasking/Time Management
- Attend Resource Management and Scheduling, COTR, Configuration Management, and Strategic Business Management training
- Develop knowledge of Center processes
- Attend Project and Program Management training
- Attend LMDP courses
- Develop knowledge of LaRC's MIS and attend Asset Management training
- Manage and understand procurement policies and budget execution
- Attend SEB training and serve as consultant for SEB

- Identify problems and offer preventive and corrective measures
- Attend training to develop troubleshooting, risk analysis, root cause identification, failure analysis, and hazard analysis skills
- Attend training relative to conducting and participating on accident investigations and mishap boards
- Participate on accident investigations and mishap boards