

ATTACHMENT C
LABOR CATEGORY DESCRIPTIONS
ORD's Graphics and Media (G&M) Support

The following definitions of the labor classifications are provided to aid in the preparation of the technical and price portions of your proposal.

Professional

Level 3 - Program Manager:

Organizes, directs, and manages task order support functions and activities. Manages teams of contract support personnel at multiple locations. Maintains and manages the client interface at the customer up to senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverables. Ensures conformance with the task order, schedules, and costs. Manages overall financial management, methods, and staffing to ensure that technical requirements are met. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Oversees successful completion of all assigned tasks.

Qualifications: Bachelor's Degree and 10 years of management experience of projects of similar size and complexity.

Level 3- Senior Graphics Designer:

Produces graphic art and visual materials. Performs graphics design; plans, lays out, and illustrates technical or scientific materials in black and white or color. Interfaces with users to determine scope of project and best graphic medium. Executes graphic projects and coordinates and schedules production. Performs production or coordinates production with partners as needed. Operates and sets up computer graphic systems. Trains others in proper use of computer graphic equipment. Familiar with commonly-used art media and commercially available graphics packages. Generates, manipulates, and integrates graphic images, animations, sound, text and video generated with automated tools into consolidated and seamless multimedia programs. Ensures high quality, timely and efficient completion of all work products.

Senior Distinction: Possesses and applies a comprehensive knowledge across key tasks and high impact assignments. Plans and leads major assignments. Evaluates performance results and recommends major changes affecting short-term project growth and success. Functions as a technical expert across multiple project assignments. May supervise others.

Qualifications: Ten (10) years of relevant experience.

Level 2 – Mid-Level Graphics Designer:

Produces graphic art and visual materials. Performs graphics design; plans, lays out, and illustrates technical or scientific materials in black and white or color. Interfaces with users to determine scope of project and best graphic medium. Executes graphic projects and coordinates

and schedules production. Performs production or coordinates production with partners as needed. Operates and sets up computer graphic systems. Trains others in proper use of computer graphic equipment. Familiar with commonly-used art media and commercially available graphics packages. Generates, manipulates, and integrates graphic images, animations, sound, text and video generated with automated tools into consolidated and seamless multimedia programs. Ensures high quality, timely and efficient completion of all work products.

Distinction between Senior and Junior: Possesses and applies expertise on multiple complex work assignments. Assignments may be broad in nature, requiring originality and innovation in determining how to accomplish tasks. Operates with appreciable latitude in developing methodology and presenting solutions to problems. Contributes to deliverables and performance metrics where applicable.

Qualifications: Five (5) years of relevant experience.

Level 1 - Jr. Graphics Designer:

Produces graphic art and visual materials. Performs graphics design; plans, lays out, and illustrates technical or scientific materials in black and white or color. Interfaces with users to determine scope of project and best graphic medium. Executes graphic projects and coordinates and schedules production. Performs production or coordinates production with partners as needed. Operates and sets up computer graphic systems. Trains others in proper use of computer graphic equipment. Familiar with commonly-used art media and commercially available graphics packages. Generates, manipulates, and integrates graphic images, animations, sound, text and video generated with automated tools into consolidated and seamless multimedia programs. Ensures high quality, timely and efficient completion of all work products.

Junior Distinction: Applies fundamental concepts, processes, practices, and procedures on technical assignments. Performs work that requires practical experience and training. Work is performed under supervision.

Qualifications: Three (3) years of relevant experience.

Level 2 - Technical Writer:

Reviews content of technical documentation for quality. Produces technical and scientific illustrations for presentations and/or publication, as appropriate to the requirements. Ensures that documents follow the required standards guide. Writes and edits a variety of technical articles, reports, documents, posters, brochures, other outreach/communication materials, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Excellent written communication skills are required.

Qualifications: Bachelor's Degree in English, communications, technical writing, or related discipline and 3 years of relevant experience.

Level 1 - Analyst:

Provides support in the areas of budget, billing, reporting, and financial management. Provides support in the implementation of quality and other procedures that provide conformity to the requirements of the task order. Recommends methods to optimize the organization's process. Conducts audits and reviews/analyzes data and documentation.

Qualifications: Bachelor's Degree in Business, Finance, Accounting, or related field and 2 years of relevant experience.

Level 2 Database Management Specialist

Provides data entry of general administrative, scientific, and technical data and maintenance of data in systems, databases and spreadsheets

Qualifications: Master's Degree, or 6 years of relevant experience

Level 2 Web Content Administrator

Uploads and organizes content to EPA 's Drupal content management system. Develops new pages that are already in the EPA template, adds images, creates, and checks for broken links, 301, 403 and 404 errors. The web sites may include HTML pages, java script and coding that is within the Drupal Environment. Interfaces with technical monitor and other customers on a periodic basis. Support shall comply with Agency guidance (EPA Web Guide, EPA template, etc.) including accessibility requirements for web pages, applications, including PDF file, and tagging. Annual maintenance and update to work request system shall also be done when required.

Qualifications: Bachelor's Degree in related field or 6 years of relevant experience in web-content/design and cyber security.