

Notice: The Information contained in this analysis summary, and all of the associated appendices, have been impacted by changes since the accomplishment of this study and therefore it is no longer an accurate reflection of the actual tasks performed by contractor personnel in the EOTA organization. Additionally, some elements of the analysis were impacted by the participant interaction as well as organizational changes and are known to be inaccurate.

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

MANAGEMENT - CONTRACTOR

Skills

- General management
- Status report generation and review
- Invoice validation
- Budget/Finance development and execution
- Policy/Procedure development, oversight and execution
- Customer relations
- Effective decision-making
- Schedule development
- Cost and resource estimation
- Personnel action implementation
- Personnel counseling
- Training aptitude
- Project planning, execution and evaluation
- Facility management
- General supervisory skills
- Root cause analysis training
- VISION training
- Inventory control of property and media - policy oversight

Education

Master's Degree

Experience

7 years experience related to management duties as assigned

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

QUALITY ASSURANCE MANAGER

Skills

Business system development and management
Product evaluation and standards review
Technical writing review skills
Oversight compliance review
Statistical analysis
ISO 9000:2001 registration compliance review
ISO 9000:2001 business system development and oversight
Course history file review and maintenance
Root cause analysis training
VISION training
Quality management systems

Certification(s):

ISO 9000:20001 Internal Auditor Certification
EOTA Training Certification or equivalent

Education Bachelor's Degree

Experience 5 years experience related to duties as assigned

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

TRAINING SYSTEMS LEAD

Skills

Application of training design as defined in the ISD/ADDIE process
Proficiency in use of MS Office Suite
Effective application o of design including bt not limited to scripts, course evauations, AARs
Proficiency in use of VISIO
Organizational skills in building and managing documentation
Effective communication skills with internal team members and external customers
Effective leadership skills with design/development team
Multiple projects and assignment management
Project management, planning and execution
Coordinate customer training requirements and implement solutions
Root cause analysis training
VISION training
Business systems analyst
Course facilitator and facilitator support
Business systems management
Supervisory skills
Teamwork
Research skills
Written communication skills; technical writing
Solutions oriented; decision-making; problem solving

Certification(s):
ISO 9000:20001 Internal Auditor Certification
EOTA Training Certification or equivalent

Education Bachelor's Degree

Experience 7 years experience related to duties as assigned

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

SENIOR ANALYST

Skills

- Proficiency in use of MS Office Suite
- Proficiency in use of VISIO
- Organizational skills in building and managing documentation
- Effective communication skills with internal team members and external customers
- Effective leadership skills
- Multiple projects and assignment management
- Project management, planning and execution
- Coordinate customer training requirements and implement solutions
- Root cause analysis training
- VISION training
- Business systems analyst
- Course facilitator and facilitator support

Certification(s):

- ISO 9000:20001 Internal Auditor Certification
- EOTA Training Certification or equivalent

Education Bachelor's Degree

Experience 6 years experience related to duties as assigned

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

TRAINING SPECIALIST I

Skills

Application of training design as defined in the ISD/ADDIE process
Proficiency in use of MS Office Suite
Effective application o of design including but not limited to scripts, course evauations, AARs
Proficiency in use of VISIO
Organizational skills in building and managing documentation
Effective communication skills with internal team members and external customers
Effective leadership skills with design/development team
Multiple projects and assignment management
Project management, planning and execution
Coordinate customer training requirements and implement solutions
Root cause analysis training
VISION training
Course facilitator and facilitator support
Teamwork
Research skills
Written communication skills; technical writing
Solutions oriented; decision-making; problem solving

Certification(s):

EOTA Training Certification or equivalent

Education Bachelor's Degree

Experience 2 years experience in related duties as assigned

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

TRAINING SPECIALIST II

Skills

- Application of training design as defined in the ISD/ADDIE process
- Proficiency in use of MS Office Suite
- Effective application o of design including but not limited to scripts, course evauations, AARs
- Proficiency in use of VISIO
- Organizational skills in building and managing documentation
- Effective communication skills with internal team members and external customers
- Effective leadership skills with design/development team
- Multiple projects and assignment management
- Project management, planning and execution
- Coordinate customer training requirements and implement solutions
- Root cause analysis training
- VISION training
- Course facilitator and facilitator support
- Teamwork
- Research skills
- Written communication skills; technical writing
- Solutions oriented; decision-making; problem solving

Certification(s):

EOTA Training Certification or equivalent

Bachelor's Degree

Education

4 years experience in related duties as assigned

Experience

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

SENIOR TRAINING SPECIALIST III

Skills

- Application of training design as defined in the ISD/ADDIE process
- Proficiency in use of MS Office Suite
- Effective application o of design including but not limited to scripts, course evauations, AARs
- Proficiency in use of VISIO
- Organizational skills in building and managing documentation
- Effective communication skills with internal team members and external customers
- Effective leadership skills with design/development team
- Multiple projects and assignment management
- Project management, planning and execution
- Coordinate customer training requirements and implement solutions
- Root cause analysis training
- VISION training
- Course facilitator and facilitator support
- Teamwork
- Research skills
- Written communication skills; technical writing
- Solutions oriented; decision-making; problem solving

Certification(s):

EOTA Training Certification or equivalent

Bachelor's Degree

Education

6 years experience in related duties as assigned

Experience

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

NETWORK SERVER ADMINISTRATOR

Skills

System engineering research, design and development in conformance with audio/video system design, engineering, and customer specifications
Coordinates the activities of video/network engineers and technicians assigned to multimedia-based projects
Use of 3rd and 4th generation programming languages and relational databases
Use of CASE tools, code generators and other tools to assist in source code development
Supervisory skills
Interpersonal communication skills
VISION training
Root cause analysis training
Trouble shooting; problem solving skills
New technology, software proficiency
Server and associated network systems operations

Point of Contact for troubleshooting for hardware/software systems, desktop, laptop computers and printer problems
User support for typical hardware usage
Routine maintenance/cleaning for networked office machines
software installation, reimaging computers, and computer repairs

Education

High School Diploma (GED is acceptable) and technical certification OR Associate's Degree;

Experience

4 years experience related to duties as assigned

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

SOFTWARE ENGINEER

Skills

Proficiency in Adobe Software - flash (no coding), Photoshop, Illustrator, Fireworkds, Swift 3D
Proficiency in Photoshop, Ilustrator, Flash, 3D Software, HTML/CCS, Javascripts
Coordinates the activities of video/network engineers and technicians assigned to multimedia-based projects
Learning mangement systems, skillset icludes , SCORM , 508 and content distribution
Proficient in areas of webcoding such as HTML, CSS, Javascript, and flash ActionScript
Website support skills
VISION training
Root cause analysis training
Trouble shooting; problem solving skills
New technology, software proficiency
Graphics design specific training
Performance of design/layout for web applications

Education Bachelor's Degree

Experience 2 years experience related to duties as assigned

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

GRAPHICS DESIGNER

Skills

Proficiency in Adobe Software - flash (no coding), Photoshop, Illustrator, Fireworkds, Swift 3D
Proficiency in Photoshop, Illustrator, Flash, 3D Software, HTML/CCS, Javascripts
Competent in use of commercial automated graphics, and desktop publishing systems
VISION training
Root cause analysis training
Trouble shooting; problem solving skills
New technology, software proficiency
Graphics and artistic presentations for publications and documents

Education Associate's Degree

Experience 2 years experience related to duties as assigned

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

MULTI-MEDIA SPECIALIST I

Skills

Proficiency in Adobe Software - flash (no coding), Photoshop, Illustrator, Fireworkds, Swift 3D
Proficiency in Photoshop, Ilustrator, Flash, 3D Software, HTML/CCS, Javascripts
Coordinates the activities of video/network engineers and technicians assigned to multimedia-based projects
Learning mangement systems, skillset icludes , SCORM , 508 and content distribution
Proficient in areas of webcoding such as HTML, CSS, Javascript, and flash ActionScript
Website support skills
VISION training
Root cause analysis training
Trouble shooting; problem solving skills
New technology, software proficiency
Graphics design specific training
Performance of design/layout for web applications

Education High School Diploma (GED is acceptable) and techincal certification OR Associate's Degree;

Experience 2 years experience related to duties as assigned

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

ONLINE LEARNING SUPPORT SPECIALIST

Skills

- Monitoring of online discussion boards
- Website support skills
- web-page and calendar editing
- Internet research of news events, areas of study and product review
- General delivery of mail and mail box maintenance
- Interpersonal communication skills
- VISION training
- Root cause analysis training
- Trouble shooting; problem solving skills
- New technology, software proficiency
- Student status and course completion updates
- Inventory management
- Courses for technical, visual and text format review
- Customer relations skills
- Online student records assistance
- Proficiency in HTML
- Graphics and artistic presentations for publications and documents
- Class/product material assembly

Education High School Diploma (GED is acceptable)

Experience 5 years experience related to duties as assigned

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

(Unfilled)EXERCISE DESIGN SPECIALIST

Skills

Application of training design as defined in the ISD/ADDIE process
Proficiency in use of MS Office Suite
Effective application of design including but not limited to scripts, course evaluations, AARs
Organizational skills in building and managing documentation
Effective communication skills with internal team members and external customers
Effective leadership skills with design/development team
Multiple projects and assignment management
Project management, planning and execution
Coordinate customer training requirements and implement solutions
Root cause analysis training
VISION training
Course facilitator and facilitator support
Teamwork
Research skills
Written communication skills; technical writing
Solutions oriented; decision-making; problem solving

Certification(s):

EOTA Training Certification or equivalent

Education High School Diploma (GED is acceptable) ; Instructor Certification

Experience 5 years experience in related duties as assigned

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

(Unfilled) TRAINING ANALYST II

Skills

Application of training design as defined in the ISD/ADDIE process
Proficiency in use of MS Office Suite
Effective application of design including but not limited to scripts, course evaluations, AARs
Organizational skills in building and managing documentation
Effective communication skills with internal team members and external customers
Effective leadership skills with design/development team
Multiple projects and assignment management
Project management, planning and execution
Coordinate customer training requirements and implement solutions
Root cause analysis training
VISION training
Course facilitator and facilitator support
Teamwork
Research skills
Written communication skills; technical writing
Solutions oriented; decision-making; problem solving

Certification(s):

EOTA Training Certification or equivalent

Education

Bachelor's Degree

Experience

4 years experience in related duties as assigned

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

(Unfilled) TECHNICAL WRITER

Skills

Proficiency in use of MS Office Suite
Effective application of design including but not limited to scripts, course evaluations, AARs
Proficiency in use of VISIO
Organizational skills in building and managing documentation
Effective communication skills with internal team members and external customers
Multiple projects and assignment management
Coordinate customer training requirements and implement solutions
Root cause analysis training
VISION training
Teamwork
Written communication skills; technical writing
Solutions oriented; decision-making; problem solving

Certification(s):

EOTA Training Certification or equivalent

Education Bachelor's Degree

Experience 3 years experience related to duties as assigned

APPENDIX D: SKILL SETS, EDUCATION EXPERIENCE

(Unfilled) TRAINING COORDINATOR

Skills

Education High School diploma (GED is acceptable)

Experience 7 years work experience in related duties as assigned

(Unfilled) ADMINISTRATIVE ASSISTANT

Skills

Data Entry
Customer service

Education High School Diploma

Experience 5 years experience related to duties as assigned

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