

EOTA – Business Form

	<p><i>Document Title:</i> Skill Set Model (Template)</p>
	<p><i>Document Number:</i> MGTF-002 Rev. 11_0330</p>
<p><i>Document Owner:</i> Elizabeth Sousa</p> <p><i>Backup Owner:</i> Melissa Otero</p>	<p><i>Approvers:</i> Melissa Otero</p>
<p><i>Parent Document:</i> MGTP-002 Skill Set/Training Process</p>	<p><i>Notify of Changes:</i> EOTA Employees</p>
<p><i>Referenced Documents:</i> N/A</p>	

Revision History:

Rev.	Description of Change
A	Initial Release
B	Updated Footer, updates to skill sets
07_1003	Changed approval authority, change rev. control to date format, updated personnel training entries.
07_1029	Added/removed employee entries
08_0130	Updated Footer, updates to skill sets
08_0311	Updated Footer, updates to skill sets (Root Cause Analysis Training)
08_0319	Updated Footer, updates to skill sets
08_0326	Updated Footer, updates to skill sets
08_0407	Added "Briefing" to Evaluation Method column, Updated skill set to include MGTP-004, Added Internal Auditor Certification to skill set (where applicable) and Updated Footer
08_0804	Added new hire to ISD tab, minor editing of SSM columns, added additional line for 2008 review, updated footer
08_0829	Annual Skill Set Model Review completed and documented for all EOTA staff. Additional lines added for future training items.
08_0917	Added new hire, removed employee no longer with EOTA, created "Departed Employees" tab, and set document to be managed offline in Q-Pulse.
08_1014	Removed employee no longer with EOTA. MGTP-004, Employee Satisfaction Process no longer active.
09_0623	Updated Skill Set with Annual Skill Set Model Review and VISION Training completion. Revision does not impact MGTF-002 Template 08_1014. Added EOTA IT Security Course and Exam to process section.
09_0807	Updated Skill Set with Annual Skill Set Model Review. Added Required DOE contractor Training (IT Security, FEOSH & Cyber Security). Added EOTA IT Security Course and Exam to process section.
11_0330	Reformatted and reorganized entire document. Broke down by position and bumped against Position Descriptions for accuracy, updated names of documents and made consistent throughout



Format Instructions

- 1) Enter the date which you plan to have the Skill Set training completed by in the "Planned" Column.
- 2) Enter the method which training is to be performed in the "Eval. Method" column. The Key for the acronym is at the top of each worksheet.
- 3) Enter the appropriate Trainer/Evaluators initials in the "Evaluator" column. The Key is at the top of each worksheet. You may edit the Trainer/Evaluator specific for your area.
- 4) *The worksheet will evaluate the planned training date by comparing it to the present (today's) date. If the planned date is still later than the present date and training has not yet been completed it will indicate in "Blue" text that training is Pending in the completed column. If the planned date is passed the present date and training has not yet been completed it will indicate in bold "Red" text that training is LATE in the completed column.*
- 5) After training has been complete enter the completion date in the "Completed" column. The worksheet will indicate this completion by turning all dates to "Black" text.
- 6) When an employee is no longer with EOTA, advise the QAM so that the employee's Skill Set definitions may be appropriately archived.

Evaluation Method Definitions:

- EXP:** Experience noted prior to Evaluation date on SSM **Must have proven experience/match resume
TRC: Training validated via documentation.
OJT: Training provided on the job that the supervisor/trainer provides
OBS: Skill validated by observation on the job.
TST: Pre- and/or post assessment of skills, written test, etc
EDU: Knowledge acquired via secondary education or higher
REV: Reviewed with employee by supervisory personnel
BRF: Employee received briefing advising of information/awareness

Evaluator Definition:

Responsible for evaluation outcomes of skills or training and determining if employee skills are sufficient to accomplish specified tasks after training is completed.

- INS:** External instructor who has determined that instruction/training occurred

- PM** Program Manager
AA Administrative Assistant
TSL Training Systems Lead
QAM Quality Assurance Manager
STA Senior Training Analyst
TA II Training Analyst II
STS III Senior Training Specialist III
TS II Training Specialist II
TS I Training Specialist I
EDS Exercise Design Specialist
TW Technical Writer
SE Software Engineer
NSA Network/Server Administrator
MMS I Multi-Media Specialist I
GD Graphics Designer
OLSS On-Line Learning Support Specialist

Instructor		
	JDM	PT
	BA	WBT (Online)
	MO	Instructor
	VP	
	VS	

	Planned	Eval. Method	Evaluator	Completed
PROGRAM MANAGER				
KNOWLEDGE of...				
Foundation Documents				
MGTP-002 Skill-Set/Training				
MGTP-003 Control of Customer Property				
MGTP-001 Employee Performance Appraisal (obsolete)				
MGTP-004, Employee Satisfaction Process (obsolete)				
Project Tracking Database Familiarization (obsolete)				
Project Tracking Database Session (obsolete)				
EOTA IT Security Course and Exam				
Information Systems Security Awareness V2				
SAF-100DE FEOSH Training				
Annual Security Awareness Refresher Briefing				
Privacy Awareness Course (PAC)				
SKILLS				
7-Years Work Experience (Required)				
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				
CERTIFICATION				
Master's Degree (Required)				
REVIEW				
Skill Set Model Review 2007				
Skill Set Model Review 2008				
Skill Set Model Review 2009				
Skill Set Model Review 2010				
Skill Set Model Review 2011				



	Planned	Eval. Method	Evaluator	Completed
	ADMINISTRATIVE ASSISTANT			
KNOWLEDGE of...				
Foundation Documents				
ADMP-001 Procurement Process				
ADMP-002 Vendor Selection and Management Process				
ADMP-003 Receiving/Inspection Process				
ADMP-004 Travel Process				
Records management in support of EOTA/DOE				
Project Tracking Database Familiarization (obsolete)				
Project Tracking Database Training Session (obsolete)				
EOTA IT Security Course and Exam				
Information Systems Security Awareness V2				
SAF-100DE FEOSH Training				
Annual Security Awareness Refresher Briefing				
Privacy Awareness Course (PAC)				
Cyber Security Refresher Training				
SKILLS				
5-years office experience with MS Office 2003 and other misc. computer application programs				
Makes preparations for conferences, briefings and other meetings				
Records and formalizes meeting minutes				
Maintains EOTA and Classroom calendars				
Coordinates travel for staff, if necessary				
Records manager for EOTA/DOE				
Liaison for EOTA website and Central Training Academy				
Create forms, spreadsheets and other word processing as needed				
Reconcile monthly contractor costs				
Orient new hires on safety, security, rules, processes, & timesheets				
Maintain petty cash				
Procurement process				
Maintain copier, fax & printers (troubleshoot, service & supplies)				
Other various office duties as needed and assigned				
Root Cause Analysis Training				
CERTIFICATION				
High School Diploma or GED (Required)				
REVIEW				
Skill Set Model Review 2007				
Skill Set Model Review 2008				
Skill Set Model Review 2009				
Skill Set Model Review 2010				
Skill Set Model Review 2011				

	Planned	Eval. Method	Evaluator	Completed
TRAINING SYSTEMS LEAD				
KNOWLEDGE of...				
Foundation Documents				
ISDP-001 Design Process (obsolete)				
ISDP-002 Training Production Process				
ISDP-003 Course Post-Delivery Activities (obsolete)				
ISDP-004, Course Change Process (obsolete)				
MGTP-004, Employee satisfaction Process (obsolete)				
Project Tracking Database Familiarization (obsolete)				
Project Tracking Database Training Session (obsolete)				
EOTA IT Security Course and Exam				
Information Systems Security Awareness V2				
SAF-100DE FEOSH Training				
Annual Security Awareness Refresher Briefing				
Privacy Awareness Course (PAC)				
SKILLS				
7-Years Work Experience (Required)				
Directly supports and assists PM as required				
Schedule Development				
Cost and Resource Estimation				
Ability to manage/oversee course maintenance and catalogs				
Demonstrate application of design as defined in the ISD/ADDIE process				
Demonstrate proficiency in use of MS Word				
Demonstrate effective application of design templates, including but not limited to, scripts, lesson plans, course evaluations, AARs				
Demonstrate proficiency in use of Visio				
Demonstrate organization skills in building and managing documentation				
Demonstrate effective communication skills with SME/POC/internal team members				
Demonstrate effective leadership skills with internal design/development team				
Demonstrate the ability to manage multiple projects and assignments				
Root Cause Analysis Training				
Vision Training				
Project Management, Planning and Implementation				
Coordinate Customer Training Requirements and Implement Solutions				
Supervisory Skills				
Business Systems Management				
Business Systems Analysis				
Course Facilitator/Facilitator Support				
CERTIFICATION				
Master's Degree				
Bachelor's Degree (Required)				
EOTA Training Certification or equivalent				
ISO 9000:2008 Internal Auditor Certification				
REVIEW				
Skill Set Model Review 2007				
Skill Set Model Review 2008				
Skill Set Model Review 2009				
Skill Set Model Review 2010				
Skill Set Model Review 2011				



Planned	Eval. Method	Evaluator	Completed
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	QUALITY			

KNOWLEDGE of...				
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Foundation Documents				
Q-001 Quality Manual				
Q-002 Quality Policy				
MGTP-002 Skill Set Training Process				
QAMP-001 Periodic Reports				
QAMP-002 Course Maintenance Process				
P-001 thru P-012 Processes				
Q-Pulse database tracking				
Knowledge of records management in support of EOTA/DOE				
Orient new hires on safety, security, rules, processes, & timesheets				
Project Tracking Database Familiarization (obsolete)				
Project Tracking Database Training Session (obsolete)				
EOTA IT Security Course and Exam				
Information Systems Security Awareness V2				
SAF-100DE FEOSH Training				
2009 HQ Annual Security Refresher Briefing				
Annual Security Awareness Refresher Briefing				
Privacy Awareness Course (PAC)				

SKILLS				
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5-Years Work Experience (Required)				
Effectively manage Business System Management Review/Development process				
Product Evaluation and Standards Review				
ISD Design Evaluation				
Ability to conduct effective meetings				
Ability to develop, write, review and present detailed reports				
Statistical Analysis				
ISO 9001:2008 Registration Compliance Review				
ISO 9001:2008 Business System Development and Oversight				
Ability to maintain ISO program certification, plans, training and documentation				
Ability to inspect processes, evaluate/verify EOTAs quality control system for compliance/conformity with ISO requirements/standards				
Demonstrate the ability to manage multiple projects and assignments				
Course History File Review and Maintenance				
Root Cause Analysis Training				
Proficient in use of MS Word				
Proficient in use of Visio				
Ability to analyze business situations, production capabilities, trends, design and development of new products for considerations by other members of management				

Ability to suggest and debate alternative methods of solving problems				
VISION Training				
Demonstrate organization skills in building and managing documentation				
Demonstrate effective communication skills with internal/external team members				
Demonstrate effective leadership skills with internal design/development team				
Ability to recommend program improvements and corrections to leadership				
Ability to identify differences between EOTA standards and user applications				
Ability to recommend organizational policies and operating procedures				
Demonstrate application of design as defined in the ISD/ADDIE process				
Demonstrate effective application of design templates, including but not limited to, scripts, lesson plans, course evaluations, AARs				
CERTIFICATION				
Master's Degree				
Bachelor's Degree (Required)				
EOTA Instructor Certification or Equivalent				
ISO 9000:2008 Internal Auditor Certification				
REVIEW				
Skill Set Model Review 2011				

	Planned	Eval. Method	Evaluator	Completed
SENIOR TRAINING ANALYST				
KNOWLEDGE of...				
Foundation Documents				
ISDP-001 Design Process (obsolete)				
ISDP-002 Training Production Process				
ISDP-003 Course Post-Delivery Activities (obsolete)				
ISDP-004, Course Change Process (obsolete)				
MGTP-004, Employee satisfaction Process (obsolete)				
Project Tracking Database Familiarization (obsolete)				
Project Tracking Database Training Session (obsolete)				
EOTA IT Security Course and Exam				
Information Systems Security Awareness V2				
SAF-100DE FEOSH Training				
Annual Security Awareness Refresher Briefing				
Privacy Awareness Course (PAC)				
SKILLS				
6-Years Work Experience (Required)				
Develops, analyzes, evaluates, and advises on methods/techniques to improve EOTA work processes, procedures, information systems, documentation, and similar functions				
Conducts management and organizational studies involving analysis of specific programs				
Assists staff with development of training courses and accomplishment of program related projects				
Assist with determining cost and resource estimates				
Demonstrate application of design as defined in the ISD/ADDIE process				
Demonstrate proficiency in use of MS Word				
Demonstrate effective application of design templates, including but not limited to, scripts, lesson plans, course evaluations, AARs				
Demonstrate proficiency in use of Visio				
Demonstrate organization skills in building and managing documentation				
Demonstrate effective communication skills with SME/POC/internal team members				
Demonstrate effective leadership skills with internal design/development team				
Demonstrate the ability to manage multiple projects and assignments				
Root Cause Analysis Training				
Vision Training				
Project Management, Planning and Implementation				
Coordinate Customer Training Requirements and Implement Solutions				
Supervisory Skills				
Business Systems Management				
Business Systems Analysis				
Course Facilitator/Facilitator Support				
CERTIFICATION				
Master's Degree				
Bachelor's Degree (Required)				
EOTA Instructor Certification or Equivalent				
REVIEW				
Skill Set Model Review 2007				
Skill Set Model Review 2008				
Skill Set Model Review 2009				
Skill Set Model Review 2010				
Skill Set Model Review 2011				

	Planned	Eval. Method	Evaluator	Completed
TRAINING ANALYST II				
KNOWLEDGE of...				
Foundation Documents				
ISDP-001 Design Process (obsolete)				
ISDP-002 Training Production Process				
ISDP-003 Course Post-Delivery Activities (obsolete)				
ISDP-004, Course Change Process (obsolete)				
MGTP-004, Employee satisfaction Process (obsolete)				
Project Tracking Database Familiarization (obsolete)				
Project Tracking Database Training Session (obsolete)				
EOTA IT Security Course and Exam				
Information Systems Security Awareness V2				
SAF-100DE FEOSH Training				
Annual Security Awareness Refresher Briefing				
Privacy Awareness Course (PAC)				
SKILLS				
4-Years Work Experience (Required)				
Demonstrate application of design as defined in the ISD/ADDIE process				
Demonstrate proficiency in use of MS Word				
Demonstrate effective application of design templates, including but not limited to, scripts, lesson plans, course evaluations, AARs				
Demonstrate proficiency in use of Visio				
Demonstrate organization skills in building and managing documentation				
Demonstrate effective communication skills with SME/POC/internal team members				
Demonstrate effective leadership skills with internal design/development team				
Demonstrate the ability to manage multiple projects and assignments				
Root Cause Analysis Training				
Vision Training				
Project Management, Planning and Implementation				
Prepares student materials including handouts, completion certificates, and course critique forms				
Coordinate Customer Training Requirements and Implement Solutions				
Business Systems Management				
Business Systems Analysis				
Course Facilitator/Facilitator Support				
CERTIFICATION				
Bachelor's Degree (Required)				
EOTA Instructor Certification or Equivalent				
REVIEW				
Skill Set Model Review 2007				
Skill Set Model Review 2008				
Skill Set Model Review 2009				
Skill Set Model Review 2010				
Skill Set Model Review 2011				

	Planned	Eval. Method	Evaluator	Completed
	EXERCISE DESIGN SPECIALIST			
KNOWLEDGE of...				
Foundation Documents				
MGTP-004, Employee satisfaction Process (obsolete)				
Project Tracking Database Familiarization (obsolete)				
Project Tracking Database Training Session (obsolete)				
EOTA IT Security Course and Exam				
Information Systems Security Awareness V2				
SAF-100DE FEOSH Training				
Annual Security Awareness Refresher Briefing				
Privacy Awareness Course (PAC)				
SKILLS				
5-Years Work Experience (Required)				
Conducts research necessary to develop/revise training exercises				
Prepares appropriate materials for implementing exercises				
Uses best practices from industry standards as appropriate				
Prepares exercise participant materials				
Ability to work with others in the development of scenarios and/or exercises in support of training courses				
Administer participant feedback program				
Performs in a supporting role or as primary facilitator during implementation of a scenario or exercise				
Business Systems Management				
Business Systems Analysis				
Course Facilitator/Facilitator Support				
CERTIFICATION				
High School Diploma/GED (Required)				
EOTA Instructor Certification or Equivalent (Required)				
REVIEW				
Skill Set Model Review 2010				
Skill Set Model Review 2011				

	Planned	Eval. Method	Evaluator	Completed
	TECHNICAL WRITER			
KNOWLEDGE of...				
Foundation Documents				
MGTP-004, Employee satisfaction Process (obsolete)				
Project Tracking Database Familiarization (obsolete)				
Project Tracking Database Training Session (obsolete)				
EOTA IT Security Course and Exam				
Information Systems Security Awareness V2				
SAF-100DE FEOSH Training				
Annual Security Awareness Refresher Briefing				
Privacy Awareness Course (PAC)				
SKILLS				
3-Years Work Experience (Required)				
Prepares/edits verbal/written communication documentation incorporating information provided by the client				
Effective interpersonal skills				
Ability to write, edit, graphically present technical information				
Interpret technical documentation standards				
Prepares documentation according to defined standards				
Proofreads and edits deliverables prior to submitting to customer				
Business Systems Management				
Business Systems Analysis				
CERTIFICATION				
EOTA Instructor Certification or Equivalent				
Bachelor's Degree (Required)				
REVIEW				
Skill Set Model Review 2010				
Skill Set Model Review 2011				



	Planned	Eval. Method	Evaluator	Completed
SOFTWARE ENGINEER				
KNOWLEDGE of...				
Foundation Documents				
ITTP-011 Student Support				
ITTP-012 Graphic Design Support				
ITTP-013 Desktop Support (obsolete)				
ITTP-014 Network Maintenance Support				
ITTP-015 Website Development/Maintenance				
ITTP-016 WBT Programming				
ITTP-017 Application Programming				
ITTP-018 Media Inventory Control				
MGTP-004, Employee satisfaction Process (obsolete)				
Project Tracking Database Familiarization (obsolete)				
Project Tracking Database Training Session (obsolete)				
EOTA IT Security Course and Exam				
Information Systems Security Awareness V2				
SAF-100DE FEOSH Training				
Annual Security Awareness Refresher Briefing				
Privacy Awareness Course (PAC)				
SKILLS				
2-Years Work Experience (Required)				
Student status and course completion updates				
New software applications development				
Accomplishment of Computer software/processing and analysis data update and upgrade				
Performs computer program design and implementation				
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				
Design and implementation of database (including structure and relationships) to support website and non-website software applications				
Performance of design/layout for web applications				
Implementation (programming) of software design for processing, analyzing data and web applications				
Supervisory skills				
Effective interpersonal skills				
Root Cause Analysis Training				
VISION Training				
CERTIFICATION				
Bachelor's Degree (Required)				
High School Diploma or GED, and Technical Certification, <u>or</u> Associate's degree				
REVIEW				
Skill Set Model Review 2007				
Skill Set Model Review 2008				
Skill Set Model Review 2009				
Skill Set Model Review 2010				
Skill Set Model Review 2011				

	Planned	Eval. Method	Evaluator	Completed
	NETWORK/SERVER ADMINISTRATOR			
KNOWLEDGE of...				
Foundation Documents				
ITTP-011 Student Support				
ITTP-012 Graphic Design Support				
ITTP-013 Desktop Support (obsolete)				
ITTP-014 Network Maintenance Support				
ITTP-015 Website Development/Maintenance				
ITTP-016 WBT Programming				
ITTP-017 Application Programming				
ITTP-018 Media Inventory Control				
MGTP-004, Employee satisfaction Process (obsolete)				
Project Tracking Database Familiarization (obsolete)				
Project Tracking Database Training Session (obsolete)				
EOTA IT Security Course and Exam				
Information Systems Security Awareness V2				
SAF-100DE FEOSH Training				
Annual Security Awareness Refresher Briefing				
Privacy Awareness Course (PAC)				
SKILLS				
4-Years Work Experience (Required)				
Demonstrate proficiency in HTML				
Effective interpersonal skills				
Maintain, manage and operate servers and associated network systems (e.g. ms exchange email server with interface to smart phones, database server with SQL, file/domain server, video server, web development server using MS Server 2003 with IIS, a back-up storage unit, back-up power supply system, etc.)				
Maintain, manage and operate Voice over Internet Protocol system (Cisco equipment)				
Function as the initial point of contact for troubleshooting hardware/software, desktop and laptop computers and printer problems				
User support for e-mail, directories, standard Windows desktop applications, antivirus software maintenance				
User support for typical hardware usage includes but is not limited to: IBM compatible desktop workstations and laptop computers				
General skills related to: Loading software, re-imaging computers, and computer repair				
Perform routine maintenance/cleaning for networked office machines (i.e. color laser printers, ink jet black and white printers, all in one machines (fax, print, copy, scan), fax machines, conference and classroom projectors, video teleconferencing equipment, and basic recording equipment)				
Root Cause Analysis Training				
VISION Training				
CERTIFICATION				
High School Diploma or GED, and Technical Certification, <u>or</u> Associate's degree (Required)				
ISO 9000:2008 Internal Auditor Certification				
REVIEW				
Skill Set Model Review 2007				
Skill Set Model Review 2008				
Skill Set Model Review 2009				
Skill Set Model Review 2010				
Skill Set Model Review 2011				

	Planned	Eval. Method	Evaluator	Completed
GRAPHIC DESIGNER				
KNOWLEDGE of...				
Foundation Documents				
ITTP-011 Student Support				
ITTP-012 Graphic Design Support				
ITTP-013 Desktop Support (obsolete)				
ITTP-014 Network Maintenance Support				
ITTP-015 Website Development/Maintenance				
ITTP-016 WBT Programming				
ITTP-017 Application Programming				
ITTP-018 Media Inventory Control				
MGTP-004, Employee satisfaction Process (obsolete)				
Project Tracking Database Familiarization (obsolete)				
Project Tracking Database Training Session (obsolete)				
EOTA IT Security Course and Exam				
Information Systems Security Awareness V2				
SAF-100DE FEOSH Training				
Annual Security Awareness Refresher Briefing				
Privacy Awareness Course (PAC)				
SKILLS				
2-Years Work Experience (Required)				
Courses for technical, visual and text format review				
Demonstrate proficiency in HTML				
Designs and develops graphics/artistic presentations for publications and documents				
Class material assembly				
Competent in use of commercial automated graphics and desktop publishing systems.				
Proficient in areas of web coding such as HTML, CSS, JavaScript and Flash Action Script				
Performance of audio/video/multimedia-based design and implementation of integrated multimedia systems				
Performance of design/layout for web applications				
Effective interpersonal skills				
Root Cause Analysis Training				
VISION Training				
CERTIFICATION				
Associate's degree (Required)				
REVIEW				
Skill Set Model Review 2007				
Skill Set Model Review 2008				
Skill Set Model Review 2009				
Skill Set Model Review 2010				
Skill Set Model Review 2011				

	Planned	Eval. Method	Evaluator	Completed
ONLINE LEARNING SUPPORT SPECIALIST / ADMIN ASST				
KNOWLEDGE of...				
Foundation Documents				
ITTP-011 Student Support				
ITTP-012 Graphic Design Support				
ITTP-013 Desktop Support (obsolete)				
ITTP-014 Network Maintenance Support				
ITTP-015 Website Development/Maintenance				
ITTP-016 WBT Programming				
ITTP-017 Application Programming				
ITTP-018 Media Inventory Control				
MGTP-004 Employee Satisfaction Process (obsolete)				
Project Tracking Database Familiarization (obsolete)				
Project Tracking Database Training Session (obsolete)				
EOTA IT Security Course and Exam				
Information Systems Security Awareness V2				
SAF-100DE FEOSH Training				
Annual Security Awareness Refresher Briefing				
Privacy Awareness Course (PAC)				
SKILLS				
5-Years Work Experience (Required)				
Monitoring of Online Discussion Boards				
Filing and organizing of P.O.s and P.A.s				
Website Support Skills				
Web-page and calendar editing				
Internet research of news events, area of study, and product review				
General delivery of mail, mail box maintenance				
Student status and course completion updates				
Provides inventory management				
Reviews courses for technical, visual and text format				
Customer relations skills				
Online student records assistance				
Demonstrate proficiency in HTML				
Competent in use of commercial automated graphics and desktop publishing systems				
Effective interpersonal skills				
Root Cause Analysis Training				
CERTIFICATION				
High School Diploma or GED, and Technical Certification, <u>or</u> Associate's degree (Required)				
REVIEW				
Skill Set Model Review 2007				
Skill Set Model Review 2008				
Skill Set Model Review 2009				
Skill Set Model Review 2010				
Skill Set Model Review 2011				