

NON-CLINICAL SUPPORT SERVICES:

PROGRAM: PgM MANAGER, ANALYST MANAGER, ANALYST SENIOR & JUNIOR, LOGISTICS ANALYST, LEAN SIX SIGMA

DATA: ANALYST MANAGER, ANALYST SENIOR & JUNIOR, ENTRY II, MODELER

COMMUNICATIONS: PR SPECIALIST, EVENT PLANNER, COPY WRITER/EDITOR

ARTISTIC DIRECTOR

PROGRAMMER

Program Support Service Categories				
Series	Labor Category	Description	Minimum Education	Minimum Experience
General Administrative, Clerical and Office Services (Series 0300 -0399)				
0301	Communications Products Specialist	Communications or public relations specialists may handle public relations, information output, press releases and media requests, social media and/or advertising for a wide variety of organizations.	BA/BS Degree	Junior: 4 years Senior: 8 years
0301	Conference/Trade Show/Event Planner	Performs tasks that involves long range planning for conferences and trade shows. Analyzes site selection criteria, proficient in computer operation, developing brochures, registration materials, programs, schedules, and agenda data. Proficient in virtual meeting management and web broadcasting.	BA/BS Degree	6 years
0301	Copy Writer/Editor (marketing)	Performs the craft of writing and/or editing persuasive ads and letters which in return gets people to buy-in a particular activity, mentality, or culture of an organization	BA/BS Degree	Junior: 4 years Senior: 8 years
0301	Data Analyst - Junior	Performs tasks which may include obtaining data through advanced computerized models; extrapolating data patterns through advanced algorithms; developing simple graphs and charts to explain how the mathematical information will influence the specific project or business; and presenting to managers how to best alter their business models to generate profitable future trends. Experience in VA information systems and databases and ability to utilize Pyramid analytics and/or Tableau preferred.	BA/BS Degree	3 years
0301	Data Analyst - Senior	The contractor shall designate a Data Analyst to obtain data through advanced computerized models; extrapolating data patterns through advanced algorithms; developing simple graphs and charts to explain how the mathematical information will influence the specific project or business; and presenting to managers how to best alter their business models to generate profitable future trends. The Data Analyst shall have in-depth knowledge of VHA Systems and files, to include, but not limited to: Corporate Data Warehouse (CDW); Veterans Health Information Systems and Technology Architecture (VistA); VHA Support Service Center (VSSC); VHA Reports and Measurement Portal (RAMP); Patient Treatment File (PTF) (MedSAS); Managerial Cost Accounting (MCA) System; Primary Care Management Module (PCMM); The National Patient Care Database (NPCD); Veterans Services Network Corporate Mini Master File (VETSNET File); etc.	BA/BS Degree	8 years

0301	Data Entry Operator II	Performs tasks which may include checking data from completed forms or other documents for accuracy and completeness; entering data into a database; reviewing audit reports and resolving errors to ensure integrity of data; identifying problems with database management policies and procedures and providing input into their revision; providing direction or assistance to users of information regarding data requirements and status of paperwork; distributing reports; and sorting and filing paperwork.	HS Diploma	2 years
0301	Data Management Specialist	Performs tasks which ensure strategic and coordinated data systems management, accuracy and integrity of data, and reporting of data to internal and external stakeholders. Tasks may include ensuring timely and accurate monthly, quarterly and annual reports as required; establishing, maintaining, and updating databases and records for recurring internal reports; recommending and implementing new operating methods to improve data flow, collection, editing, processing and distribution; and ensuring data integrity of high-level data analysis.	BA/BS Degree	4 years
0301	Data Modeler	Performs tasks which may include providing technical expertise for the production of detailed database designs and design documentation, including data models and data flow diagrams; evaluating and configuring database products to match user requirements with system capabilities; determining file organization, indexing methods, and security procedures for system databases; planning and coordinating conversion and migration of existing (or legacy) databases.	BA/BS Degree	4 years
0301	Director	Performs tasks such as controlling the artistic and dramatic aspects of a script in order to portray it in some form of media. Responsibilities can include choosing cast members, production design and creative aspects of media production.	BA/BS Degree	5 years
0301	Lean Six Sigma Specialist	Performs tasks which require knowledge of Six Sigma philosophies and principles, including supporting systems and tools; an understanding of team dynamics and how to assign team member roles and responsibilities based on a thorough understanding of all aspects of the DMAIC model in accordance with Six Sigma principles; and Lean enterprise concepts, with the ability to identify non-value-added elements and activities using specific tools related to Lean and Six Sigma. Tasks may include employing quality management systems, tools, and techniques to help organizations transform, including, but not limited to Lean Six Sigma (LSS), CMMI, ISO 9000/9001, and the Malcolm Baldrige Quality Award criteria.	BA/BS Degree	4 years
0343	Management Analyst	Performs tasks requiring delivery of analysis and advice for management regarding the evaluation of the effectiveness and efficiency of large-scale healthcare programs and operations. Tasks may include conducting organization studies that specifically assess and analyze current organization states and management systems; performing gap analyses of differences between current and targeted states; documenting and delivering findings and recommendations; and conducting surveys, focus groups, and other accepted techniques for data collection in support of organization studies that specifically assess and analyze current organization states and management systems.	BA/BS Degree	4 years
0343	Program Analyst – Jr	The contractor shall designate a Junior Program Analyst to support VHA in tasks requiring program planning, audits, and evaluations related to various healthcare programs and	BA/BS Degree	3 years

		projects. Tasks may include supporting program analysis, strategic planning, integrated master scheduling, event planning, Congressional Affairs, metrics, Financial Management systems and risk management.		
0343	Program Analyst – Sr	The contractor shall designate a Program Analysts to support VHA in the analysis and evaluation of healthcare program effectiveness. This includes program reviews requiring systematic ways of assessing the quality of current and future VHA programs to determine ways to improve programs. This includes measuring success, outcomes, and improvement programs. In some instances, the Program Analyst shall assist VHA in executing program operations to meet the previously established goals and objectives. In addition, the Program Analyst shall provide input on the program evaluation and improvement of the organization and management of projects and programs to increase productivity/program performance. The Program Analyst shall also assist VHA in the identification of program resources and assist in the development of program reports. The Senior Program Analyst shall have proven and extensive experience in a large-scale integrated Health Care System and with substantive programs focused on Veterans health care and outreach, preferred.	BA/BS Degree	8 years
0343	Program Manager	The contractor shall designate a Program Manager who has 10 years of experience in healthcare areas relevant to the tasks defined in this PWS. The Program Manager is defined as a person with a master's degree and experience relevant to the task order requirement. Such experience shall include planning, initiating, managing, executing and closing out programs in support of an integrated Health Care System. The Program Manager shall assist VA in the execution of targeted program goals. Additionally, contractor personnel shall possess a Project Management Professional (PMP) certification or similar in quality with a minimum of six years' experience supporting a large corporation or government agency.	Master's Degree	8 years
0343	Programmer	Performs tasks related to developing and modifying web-based applications, client-server applications and/or OS scripts for process automation, using skill and knowledge of application development in a Relational Database Management System or Structured Query Language (SQL); implementing and integrating commercial off-the-shelf (COTS) software into existing architecture; planning, documenting, coding, modifying, testing and implementing computer programs; documenting test conditions, creating test data, testing programs, and analyzing results; performing analysis of program and production problems; and using a Systems Development Methodology. Tasks may include analyzing and designing new or existing system enhancements; working closely with the user to define requirements; writing program specifications; researching the use of new technologies; working on multiple project requests; applying programming and analysis skills with a detailed knowledge of the application; coordinating system testing and assisting users with acceptance testing; assisting in the development and maintenance of data and process models; and assisting in the development of work plans and project organization.	BA/BS Degree	Junior: 3 years Senior: 8 years
0346	Logistics Analyst	Performs tasks that assist in the streamlining of healthcare production or distribution systems. Responsibilities can include making recommendations on items to stock, using various transportation methods, reallocation of facility	BA/BS Degree	Junior: 4 years Senior: 8 years

		resources, staying abreast of efficient and effective ways for inventory control and management, etc.		
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