

Technical Competencies

Accounting Operations - Knowledge of general ledger accounting and the control/subsidiary account relationships and reconciliation techniques, including accounts receivable, accounts payable, and disbursing officer's accountability.

Administers Training and Development Programs: Plans, designs, develops, implements, and evaluates a wide range of training and professional development programs and strategies related to [Subject Area(s)/Discipline(s)]. Establishes training priorities, identifies training needs and opportunities, leads curriculum development, selects appropriate delivery systems, and evaluates the short- and long-term effectiveness of training efforts. Ensures learning solutions are reflective of and adaptive to trainee needs and agency objectives.

Analyzes and Evaluates Policies and Procedures for National Security Systems: Analyzes and evaluates policies and procedures related to national security systems, including pertinent certification and accreditation programs, documentation, and technologies. Researches and recommends solutions to support and improve the overall effectiveness of the information security program.

Applies [IT] Techniques and Methodologies: Analyzes, plans, designs, modifies, delivers, implements, and/or evaluates [IT systems and/or applications], including [insert examples, such as writing scripts, set up and develop operating systems, creating and integrating systems and applications, etc.]. Researches and recommends technological solutions to support and improve the overall effectiveness of the agency's mission and information management needs.

Applies Knowledge of [Subject Area(s)/Discipline(s)]: Demonstrates expertise in public records and related materials pertinent to [Subject Area(s)/Discipline(s)]. Maintains currency in the history, organization, operations, and trends, and applicable Federal laws, authorities, and regulations relevant to [Subject Area(s)/Discipline(s)] and interrelationships with [other key subject area(s)]. Provides technical consultation on [Subject Area(s)/Discipline(s)] to meet the needs of NARA, other Federal agencies, users, and researchers.

Applies Knowledge of [Subject Area(s)/Discipline(s)]: Demonstrates expertise in public records, personal papers, business records, and related materials pertinent to [Subject Area(s)/Discipline(s)]. Maintains currency in the history, organization, operations, and trends, and applicable Federal laws, authorities, and regulations relevant to [Subject Area(s)/Discipline(s)] and interrelationships with [other key subject area(s)]. Provides technical consultation on [Subject Area(s)/Discipline(s)] to meet the needs of NARA, other Federal agencies, users, and researchers.

Applies Knowledge of [Subject Area(s)/Discipline(s)]: Demonstrates expertise in private or public records and related materials pertinent to [Subject Area(s)/Discipline(s)]. Maintains currency in the history, organization, operations, and trends, and applicable Federal laws, authorities, and regulations relevant to [Subject Area(s)/Discipline(s)] and interrelationships with [other key subject area(s)]. Provides technical consultation on [Subject Area(s)/Discipline(s)] to meet the needs of NARA, other Federal agencies, users, and/or researchers.

Applies Knowledge of American History and Government: Demonstrates expertise in American history and principles of American government. Demonstrates expertise on cultural, political, and economic history as well as topics of contemporary interest.

Applies Knowledge of Computer Software and Computer Science: Demonstrates expertise in the principles, practices, tools, and techniques pertinent to the design, development, implementation, integration, operation, and/or maintenance of computer software, , data, and database management. Researches, recommends, and stays current on technological solutions to support and improve the overall effectiveness of the agency's mission and information management needs.

Applies Knowledge of Controlled Unclassified Information: Demonstrates expertise in concepts, principles, and practices related to information sharing, including establishment of the Information Sharing Environment (ISE) and the proper access and handling of unclassified information that still needs protection. Maintains currency in the operations, policies, procedures, and authorities related to controlled unclassified information (CUI), including Presidential Memorandum entitled "Designation and Sharing of Controlled Unclassified Information (CUI)," CUI framework and regulations, and CUI Office directives. Provides information, guidance, and support to individuals within and outside of the agency, including members of the public, on information requests and issues.

Applies Knowledge of Enterprise Architecture /Systems Engineering: Demonstrates expertise in the principles, practices, and techniques pertinent to enterprise architecture/systems engineering, including architecture, data standards, data modeling, and systems design. Researches, recommends, and stays current on technological solutions to support and improve the overall effectiveness of the agency's mission and information management needs.

Applies Knowledge of History and Government: Demonstrates expertise in history and principles of government. Demonstrates expertise on cultural, political, and economic history as well as topics of contemporary interest.

Applies Knowledge of Information Security: Demonstrates expertise in developing policies related to principles, practices, and techniques pertinent to IT systems security, including risk assessments, audits, certification and accreditation requirements, recovery procedures, and supporting enterprise services (e.g., firewalls, encryption techniques). Researches, recommends, and stays current on technological solutions to support and improve the overall effectiveness of the agency's mission and information management needs.

Applies Knowledge of Information Security: Demonstrates, maintains, and communicates knowledge of related Federal and agency regulations, National Security directives and requirements, NARA policies and precedents, and applicable public policy. Establishes and maintains physical and intellectual control of records.

Applies Knowledge of Information Technology: Demonstrates expertise in information technology applicable to digitization, reformatting, metadata development, digital asset management systems, and archival electronic descriptive systems (e.g., ARC, EAD, ERA/EOP). Provides recommendations for selection of software, hardware, and data delivery systems.

Applies Knowledge of IT Systems: Demonstrates expertise in the principles, practices, and techniques pertinent to the design, development, implementation, integration, operation, and/or maintenance of computer hardware and/or network systems. Researches, recommends, and stays current on technological solutions to support and improve the overall effectiveness of the agency's mission and information management needs.

Applies Knowledge of Procurement Principles and Practices: Demonstrates expertise in the principles, practices, and techniques pertinent to the procurement of IT hardware, software, service, and other contracts, including relevant acquisition rules, contracting procedures, regulations, and methodologies.

Applies Knowledge of Security Classification, Safeguarding, and Declassification: Demonstrates expertise in concepts, principles, and practices related to security classification, safeguarding, and declassification of classified national security information. Maintains currency in the operations, policies, procedures, and authorities related to information, physical, personnel, and industrial security. Provides information, guidance, and support to individuals within and outside of the agency, including members of the public, on information requests and classification and declassification issues.

Applies Knowledge of Telecommunications Principles and Practices: Demonstrates expertise in the principles, practices, and techniques pertinent to telecommunications equipment, systems, and networks. Researches, recommends, and stays current on technological solutions to support and improve the overall effectiveness of the agency's mission and information management needs.

Applies Risk Assessment and Analysis: Demonstrates and communicates knowledge and understanding of the causes and probabilities for records loss or damage. Participates and/or leads the development and implementation of programs, policies, procedures, training and outreach related to issues such as litigation support, records security, risk analysis, vital records protection, business continuity, disaster preparedness/recovery, and maintaining record authenticity/reliability. Provides technical assistance and support to others within the agency and other Federal agencies on these issues.

Auditing and Audit Reporting - Knowledge of generally accepted auditing standards and procedures for conducting financial and compliance, economy and efficiency, and program audits.

Budget Administration - Knowledge of the principles and practices of budget administration and analysis; including preparing, formulating, justifying, reporting on, and executing the budget; and the relationships among program, budget, accounting, and reporting systems.

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Budgetary Accounting and Control – Knowledge of the basic principles, practices, and methods of budgetary accounting to include linkages among appropriations, warrants, apportionments, commitments, allotments, obligations, expenditures, and accruals.

Business Process Reengineering - Knowledge of methods, metrics, tools, and techniques of Business Process Reengineering.

Capital Planning and Investment Assessment - Knowledge of the principles and methods of capital investment analysis or business case analysis, including return on investment analysis.

Compliance - Knowledge of procedures for assessing, evaluating, and monitoring programs or projects for compliance with Federal laws, regulations, and guidance.

Conducts Archival Processing: Analyzes and establishes intellectual and physical control of records based on archival principles, practices and procedures, including Federal and legal regulations.

Coordinates with other offices concerning preservation, declassification, and other access actions. Prioritizes processing actions with reference and outreach units. Complies with current processing and description standards. Provides guidance and expertise to other units on processing issues and performs enhanced description as requested.

Conducts Archival Processing: Performs archival processing, demonstrating requisite knowledge to appraise, transfer, review, arrange, describe, preserve, and establish and maintain physical and intellectual control of archival holdings. This requires applying knowledge of the laws, regulations, and governing authorities affecting access to records (e.g., the Presidential Records Act, the Freedom of Information Act (FOIA) and other statutes or deeds governing holdings in an archives).

Conducts Archival Processing: Demonstrates, maintains, and communicates knowledge and understanding of archival processing, including related Federal and agency regulations, National Security directives and requirements, NARA policies and precedents, and applicable public policy. Establishes and maintains physical and intellectual control of records.

Conducts Data Analysis: Collects, organizes, and analyzes data and other statistical information, including identifying and resolving data discrepancies and issues. Presents analytical findings and trends in textual and graphical formats, and identifies and recommends modifications in policies, procedures, and resource allocations.

Conducts Data Analysis: Collects, organizes, manipulates, and analyzes data and other statistical information, including identifying and resolving data discrepancies and issues. Creates and manages databases and complex data sets. Designs and uses surveys to collect data. Presents analytical findings and trends in textual and graphical formats, and identifies and recommends modifications in policies, procedures, and resource allocations.

Conducts Inspection, Evaluation, and Analysis: Conducts inspections, evaluations, and analysis of agency regulations, policies, practices, and statistical information in order to determine degree of department and agency compliance with [Executive Orders, Presidential Memoranda, FOIA, Privacy Act, etc.], ISOO directives, and applicable department and agency regulations. Prepares reports and recommendations based on analytical findings. Reviews the status and effectiveness of directives and recommends modifications or enhancements to improve operations.

Conducts Inventory Reviews: Assists with or conducts reviews of holdings and/or collections, including examining and cataloging artifacts and preparing condition reports. Identifies, withdraws, and re-files materials from storage.

Conducts Outreach Activities: Provides outreach services to groups about the agency and its holdings and collections, including preparing and giving talks and tours and developing or assisting with programs and events (e.g., exhibits, educational, public, and volunteer programs, workshops, open houses, funding, sponsorship) sponsored by the agency.

Conducts Outreach Activities: Provides outreach services to groups, including preparing and giving talks and tours and preparing or assisting with programs and events (e.g., exhibits, educational programs, workshops, open houses, film series, scholarly symposia)

Conducts Outreach Programs: Administers or assists with the planning, development, implementation and coordination of a wide range of outreach programs (e.g., lecture series, workshops, symposia), ad hoc genealogy programs, and public events. Publicizes, promotes, and evaluates programs and events.

Conducts Outreach: Plans, implements, and participates in a variety of outreach programs (e.g., workshops, open houses, educational programs, symposia, etc.). Actively engages with customers and the public through the production and distribution of outreach and communication materials (e.g., flyers, press releases, regional website).

Conducts Public Affairs: Writes, researches, and disseminates news releases, articles, and promotional materials describing exhibits, special events, programs, and related activities to broadcast, online, social, and print media. Coordinates advertisement campaigns in local, regional, and national media outlets and represents the agency to the media in interviews and other media contacts.

Conducts Research and Analysis: Conducts research and analysis in [Subject Area(s)/Discipline(s)] for the purposes of [activities (record appraisal, disposition, arrangement, description, preservation, etc.)]. Conceptualizes and defines the condition, value, and significance of the information, and evaluates the potential future use. Recommends appropriate actions based on analytical findings and conclusions, considering properties, resources (e.g., cost, time), and organizational and customer goals.

Control of Funds - Knowledge of the principles, procedures, and requirements for maintaining control and accountability of obligations and expenditures for all appropriations and fund accounts (for example, revolving, non-appropriated, multiyear, and single-year appropriations).

Cost Accounting - Knowledge of the principles, procedures, and methods of cost accounting, including the use of historical cost, market value, or present value to measure cost; methods for assigning cost to accounting periods; and cost allocation, cost accrual, depreciation, and unit cost.

Cost Estimation and Analysis - Knowledge of the principles, practices, and methods used to determine, estimate, and analyze costs, including determining life cycle costs, cost benefit analysis, and application of cost models.

Creates and Assists with Displays and Exhibits: Provides archival assistance to create and maintain displays and exhibits, including online exhibits.

Declassifies Records and/or Conducts Initial Processing: Demonstrates, maintains, and communicates knowledge and understanding of record declassification and/or archival processing, including related Federal and agency regulations, National Security directives and requirements, NARA policies and precedents, and applicable public policy. Participates in and/or leads the development and implementation of declassification initiatives in cooperation with Federal agencies. Coordinates with other agencies to obtain records, processes and works with agencies to declassify accessioned records, and prepares documentation to track declassification, processing, and preservation actions. Evaluates security-classified documents and materials and applies judgment to make appropriate access determinations. Provides expertise and guidance to other NARA units on security and access issues.

Designs and/or Delivers Educational/Public Programs: Conceptualizes, develops, presents, and coordinates content for educational/public programs and/or conferences that target specific audiences. Researches, compiles, and publishes audience-appropriate materials for in-person, offsite, and/or online presentation. Develops and maintains partnerships to further the reach of the programs. Reviews and/or

evaluates the effectiveness of programs, curricula, methodologies, and activities and revises them to achieve goals and objectives.

Designs Publicity and Marketing Materials: Performs or oversees the development, creation, and coordination of graphics, ads, online components, and print media for the agency. Works independently and in partnership with other agency offices to reach media outlets in advertisement opportunities. Reviews and/or evaluates the effectiveness of materials and methodologies and revises them to achieve goals and objectives.

Designs, Fabricates, and/or Maintains Displays and Exhibits: Performs or oversees the design, fabrication, production, installation, lighting, and/or maintenance of displays and exhibits. Develops displays and exhibits to support themes and reach target audiences. Assists with, performs, or coordinates the installation, de-installation, care, and/or security of permanent, temporary, and/or traveling exhibits. Creates method and material specifications that reflect an understanding of agency conservation, security and other infrastructure requirements.

Develops and/or Monitors Budgets: Develops, executes, and monitors budgets by understanding budget needs. Controls costs, makes recommendations, complies with budget requirements, and makes adjustments when necessary.

Develops Exhibits: Develops intellectual content for exhibits, including developing themes, conducting research, selecting items, writing scripts, helping develop interactive scripts, and writing related publications for targeted audiences. Works in partnership with the public affairs department, education program, public programs, volunteer programs, archives, designers, and stakeholders in developing exhibits.

Develops Graphic Designs and Displays: Creates or oversees the creation of printed, non-print, and electronic/online visual products (e.g., logos, stationery, administrative forms and certificates, invitations and programs, audiovisual presentations, signs, and/or websites), including layout, design, illustration, and photography, using graphic design and display principles, methods, techniques, and tools. Considers the audience to be reached, the purpose of the project, methods of distribution, costs, and agency policies.

Develops Information Security Policies: Drives the conceptualization, development, and implementation of policies designed to enhance and modernize information security, information sharing, and information oversight practices throughout the executive branch. Coordinates inter-agency participation and cooperation in formalizing and refining information security policies.

Document Analysis: The ability to understand and describe the documents handled in Office of the Federal Register programs. This includes the context in which the documents were created, the purpose to which they were created, their structure, the factors determining their structure, their predecessor documents, and follow-on documents.

Document and Publication Editing and Formatting: Ability to properly edit the contents of documents and of Federal Register publications to ensure their legally effective, timely, and accurate publication.

Evaluates Customer Service Programs: Conducts studies to evaluate the effectiveness of the Customer Services Program, including collecting and analyzing information such as reference requests,

status inquiries, complaints, and other pertinent data. Identifies trends and recurrent or potential problems and develops recommendations for changes in systems, procedures, and/or schedules.

Federal Funds Processing - Knowledge of methods and procedures for processing direct and reimbursable program funds (for example, automatic and funded reimbursements, interagency agreements, transfer appropriations) and grants.

Financial Analysis - Knowledge of the principles, methods, and techniques of financial analysis, forecasting, and modeling to interpret quantitative and qualitative data; includes data modeling, earned value management, and evaluating key financial indicators, trends, and historical data. Providing recommendations to stakeholders on financial or accounting issues.

Financial Systems - Knowledge of the standards, architecture, and specifications of automated financial systems, including source documents, system flows, system interfaces, and related internal controls.

Implements Software Development Lifecycle: Executes one or more lifecycle phases for software development and implementation, including requirements gathering, design, development, implementation, documentation, and/or software testing. This includes relevant models (e.g., Capability Maturity Model (CMM) or IEEE) and related processes and procedures.

Internal Controls - Knowledge of the principles, methods, and techniques for establishing internal control activities (for example, authorizations, verifications, reconciliations), monitoring their use, and evaluating their performance (for example, identification of material weaknesses or significant deficiencies).

Knowledge of [Agency Programs/Activities]: Demonstrates knowledge of [Agency Programs/Activities] sufficient to achieve desired outcomes. Maintains currency in the history, organization, operations, and trends relevant to program/activity and maintains interrelationships with other relevant stakeholders. Provides technical consultation on [Agency Programs/Activities] to meet the needs of NARA, other Federal agencies, users, and/or researchers.

Knowledge of Relevant Legislation, Policy, and Procedures: Understands, researches, analyzes, and applies legislation, regulations, organizational policies, and similar governances that relate to program management and research.

Leads Record Center Operations: Establishes and oversees local records management policies, programs, processes, and best practices, including the security and integrity of records storage and servicing. Plans and directs programs related to the transfer, disposition, and reference of records. Continuously evaluates and revises internal procedures, workflow processes, and manpower utilization to ensure the efficient and effective operation of the records center.

Legal, Government and Jurisprudence - Knowledge of laws, legal codes, precedents, government regulations, executive orders, agency rules, government organization and functions, and the Federal budget process.

Maintains Equipment: Diagnoses equipment problems, including arranging for equipment repair and routine maintenance, performing some preventive maintenance and correcting minor problems; and inspecting equipment to ensure that it is functioning properly.

Maintains Files and Records: Maintains up-to-date and accurate folders and records by filing and retaining various kinds of documents in accordance with established procedures.

Maintains Knowledge of Archival Principles: Maintains knowledge and understanding of legal, ethical, policy, standards, and best practices for archival accessioning, appraisal, preservation, description online (e.g., in ARC-like systems), arrangement, holdings maintenance, security, reference services, copy services, and online services.

Maintains Records Life Cycle: Demonstrates and communicates knowledge and understanding of the records life cycle, including the interrelationship of each stage of the life cycle. Maintains currency in changes in technology and research needs, as well as new methods for managing records in all media and formats. Provides archival assistance and guidance on this life cycle as requested.

Management and Program Analysis: Conducts research and gathers information needed to understand work systems (e.g., workflow, organizational structure, space utilization, operating policies, staffing levels, etc.). Uses results of research to address inefficiencies and increase the effectiveness of the organization or program.

Manages and/or Maintains Collections, Digital Assets, and Other Related Assets: Oversees and/or performs collections management operations involving physical condition and safety/security, as well as automated catalog and retrieval systems, forms, legal documents, and files. Manages and/or supports the loan program. Conducts relevant research and analysis as part of these activities.

Manages Budgets: Prepares, justifies, and administers budgets that accurately forecast capital, overhead, and expenses. Uses appropriate measures to monitor expenditures in all budgeted categories and determine performance against requirements. Develops and implements budget mechanisms (e.g., budget exhibits, business case analyses, economic analyses, analytical models, and forecasting tools), as appropriate.

Manages Electronic Media Equipment: Oversees or manages the operation of electronic media or interactive components of an exhibit and/or museum.

Manages Learning Center and/or Public Programming Spaces: Plans, develops, and schedules activities performed in the learning center or public programming space. Works collaboratively with staff, volunteers, and stakeholders, assists visitors, and ensures the effective operation of space components.

Manages Record Life Cycle: Demonstrates and communicates knowledge and understanding of the record lifecycle, including the interrelationship of each stage of the lifecycle. Participates in and/or leads the development and implementation of life cycle management programs, policies, procedures, schedules, training, and outreach initiatives. Provides technical assistance and support to others within the agency and other Federal agencies on records creation, maintenance, and disposition in all media and formats, including related access and security issues. Maintains currency in changes in technology and research needs, as well as new methods for managing Federal records in all media and formats.

Manages Record Life Cycle: Demonstrates and communicates knowledge and understanding of the record lifecycle, including the interrelationship of each stage of the lifecycle. Participates in and/or leads the development and implementation of life cycle management programs, policies, procedures, appraisals, schedules, training, audits, and outreach initiatives. Provides technical assistance and support to others within the agency and other Federal agencies on records creation, maintenance, and disposition in all media and formats, including related access and security issues. Maintains currency in changes in technology and research needs, as well as new methods for managing Federal records in all media and formats.

Manages Records Center Facility: Oversees and ensures the physical care, maintenance, and security of the records center buildings, grounds, and contents. Develops and implements safeguards that protect facilities and their holdings against loss, theft, damage, and deterioration. Evaluates and audits programs and processes to maximize records access without compromising emergency preparedness and responsiveness. Ensures safe, efficient, and economical use of space, equipment, and personnel assigned to center operations.

Manages Volunteer Programs: Recruits, trains, and evaluates volunteers and other unpaid staff to perform a variety of tasks to support agency programs. Partners with managers to consider use of ongoing volunteers.

Performs [Records Center Operations]: Performs [Records Center Operations] using relevant records and information management and/or archival principles, practices, and related agency policies and regulations. Examines and applies [Subject Area(s)/Discipline(s)] to define the scope, context, purpose, and direction of records center activities. Maintains a “big picture” focus and considers the impact and implications of [Records Center Operations] on agency services and customer needs and expectations.

Performs [Records Management/Archival Function(s)]: Performs [Records Management/Archival Function(s)] using archival principles, practices, and related agency policies and regulations. Examines and applies [Subject Area(s)/Discipline(s)] to define the scope, context, purpose, and direction of records management, maintenance, and control processes. Maintains a “big picture” focus and considers the impact and implications of [Records Management/Archival Function(s)] on agency services and customer needs and expectations.

Performs [Records Mgmt/Archival Functions]: Performs [Records Management/Archival Function(s)] using records and information management and archival principles, practices, and related agency policies and regulations. Examines and applies [Subject Area(s)/Discipline(s)] to define the scope, context, purpose, and direction of records management, maintenance, and control processes. Maintains a “big picture” focus and considers the impact and implications of [Records Management/Archival Function(s)] on agency services and customer needs and expectations.

Performs Declassification Activities: Demonstrates, maintains, and communicates knowledge and understanding of the declassification review process, including related laws and regulations governing this process. Processes and works with agencies to declassify holdings and prepares documentation to track declassification actions. Evaluates security-classified documents and materials and applies judgment to make appropriate access determinations. Provides expertise and guidance to other NARA units on security and access issues.

Performs Electronic Records Services: Demonstrates, maintains, and communicates knowledge and understanding of born-electronic records. This includes knowledge of the creation, transfer, maintenance, usage, and processing of born-electronic records. Provides technical guidance and expertise on these electronic records and the development of systems to manage these records. Maintains currency in changes in technology, research needs, and new methods for managing electronic records.

Performs Reference Services: Provides reference service to requests for specific information. Communicates with researchers in person and/or via phone and email. Conducts preliminary research and analysis for the purposes of reference. Makes recommendations based on findings and conclusions and in consideration of resources (e.g., cost, time) and organizational and customer goals.

Performs Reference Services: Provides reference services using knowledge of records and their context. Communicates with these stakeholders to determine their areas of interest. Conducts preliminary research and analysis for the purposes of reference. Makes recommendations based on findings and conclusions and in consideration of resources (e.g., cost, time) and organizational and customer goals.

Performs Reference Services: Provides reference services to customers (e.g., Federal agencies and the public) using knowledge of records. Makes recommendations based on findings and conclusions and in consideration of resources (e.g., cost, time) and organizational and customer goals.

Policy and Procedure Development: Analyzes, evaluates, and/or develops formal policies and procedures related to **[Agency Programs/Activities]**. Prepares local directives to implement organization-wide policies or procedures.

Principles of Accounting - Knowledge of generally accepted accounting principles, standards, and practices, including the full accounting cycle and the preparation of work sheets, financial statements, ledgers, and journals.

Principles of Finance - Knowledge of the basic principles, practices, and methods of financial management to include investments, cash management, and activity reporting.

Procurement: Application of policies and procedures related to travel, procurement of equipment, material, labor, or similar resources. Researches options related to procurement to recommend and/or present them to decision-makers as appropriate. Surveys needs, analyzes procurement requests, evaluates compliance with relevant regulations, determines proper method of purchase, and prepares justifications.

Program Management: Manages the planning, execution, and evaluation of agency programs and other long-range activities. Conducts program reviews, inspections, and/or audits to evaluate the adherence of programs to policies, laws (e.g., FOIA, Privacy Act), plans, and other boundaries.

Provides Access Services: Provides mediated reference services to researchers. Identifies their research needs, explains agency rules and regulations and Federal law (e.g., Freedom of Information Act) and assists with the use of finding aids to facilitate research. Provides consultation on the record content, condition, arrangement, delivery and availability as well as on access problems and obstacles. Delivers records to researchers as well as refills records. Instructs others on research room procedures, obtaining reproductions, preservation, security, and use of research room equipment. Enforces research policies and monitors the use and condition of records to ensure their preservation. Identifies and develops content appropriate for unmediated, remote access to NARA holdings and services.

Provides Customer Support: Provides customer assistance to troubleshoot and resolve IT operations maintenance issues, including network issues, creating user accounts and passwords, service support, and backup and recovery. This includes relevant models such as IT Infrastructure Library (ITIL).

Provides Electronic Records Services: Demonstrates, maintains, and communicates knowledge and understanding of electronic records accessioning, processing, and access. Participates in and/or leads the development and implementation of programs, policies, procedures, schedules, training, and outreach initiatives relative to electronic records. Provides technical assistance and support to others within the agency, other Federal agencies, and the information management community on electronic records creation, maintenance, disposition, and access in all media and formats. Provides access to electronic

records in the legal custody of the National Archives. Maintains currency in changes in technology and research needs, as well as new methods for managing electronic records.

Provides Electronic Records Services: Demonstrates, maintains, and communicates knowledge and understanding of electronic records creation, maintenance, usage, accessioning, processing, and access. Participates in and/or leads the development and implementation of programs, policies, procedures, schedules, training, and outreach initiatives relative to electronic records. Provides technical assistance and support to others within the agency, other Federal agencies, and the information management community on electronic records creation, maintenance, disposition, and access in all media and formats. Maintains currency in changes in technology and research needs, as well as new methods for managing electronic records. Researches and recommends technological solutions to support and improve the overall effectiveness of an agency's mission and records and information management needs.

Provides Typing Services: Types correspondence, forms, certificates and other relevant products on a word processor; creates styles, templates, or formats as appropriate. Uses spell checking and/or grammar checking tools to ensure work product is accurate.

Pursues Business Development Opportunities: Identifies and pursues business development opportunities that add to the agency's project work, revenue, and profit. Seeks out and capitalizes on ways to enhance contacts with existing clients and initiate relationships with potential new clients. Participates in or leads outreach initiatives (e.g., "open houses", speaking engagements, volunteer activities) to increase awareness of the agency's services and enhance the image of the organization.

Reporting – Designing and creating quarterly, annual, and ad-hoc reports or other financial statements for OMB, upper management, or other stakeholders.

Uses Standardized Forms / Documents: Identifies standardized forms/documents and forms according to an established taxonomy. Understands and works with standardized certificates, forms, or similar documents to extract information relevant to a given task and uses the forms/ documents to provide information to others.

Using Technical Resources for Federal Register Publications: Ability to understand and properly use the specialized technical resources and processes associated with Federal Register publications. For example, working with the US Government Printing Office (GPO) and the production processes of Federal Register publications.