

**PER/OE/HRM SUPPLEMENT TO 3 FAH 2 CHAPTER 4,
APPENDIX J-6010 USIS LIBRARIAN STANDARDS:
INFORMATION RESOURCE CENTER STANDARD JOB DESCRIPTIONS**

Department of State
SJD
Washington, D.C.

Transmittal Letter: TL-PER/OE/HRM - USIS FSN-6010
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MATERIAL TRANSMITTED

Standard Job Descriptions (SJD) for USIS FSN-6010 Information Resource Center (IRC) positions. The SJDs supplement the FSN-6010 Library Standards.

EXPLANATION

The attached material is a supplement to the FSN-6010 USIS Librarian standards. The SJDs are already classified by PER/OE/HRM and USIA/M/HRF by comparison to the FSN-6010 and other FSN-6000 Group standards. Although they share the same series code, IRC SJDs are applicable only to IRC positions. The FSN-6010 standards are still valid for classifying traditional USIS library positions, and any unique IRC positions not sufficiently covered by the IRC SJDs.

These SJDs have been cleared by PER/OE/HRM and USIA/M/HRF.

FILING INSTRUCTIONS

1. Insert the FSN-6010 IRC SJDs attached to this transmittal letter into the 3 FAH 2 Chapter 4 immediately following the FSN-6010 standards.
2. Annotate the 3 FAH 2 Chapter 4 Appendix I by adding the following in pen and ink: Supplement to FSN-6010 Standards: SJDs For IRC Positions.

CLASSIFICATION INSTRUCTIONS

By interagency policy posts are required to apply new/revised standards, in this case standard job descriptions, to all affected positions **within one year after receipt of the transmittal letter**. Personnel Officers should assure that appropriate USIS Officials have copies of the FSN-6010 SJDs for IRC positions and work with them to apply these SJDs to all affected positions within this time frame. Disputes regarding the application of these SJDs or the classifications of affected positions should be addressed according to the appeals procedure set forth in 3 FAM 7540. As an alternative to the appeals process posts may request an advisory opinion from PER/OE/HRM and USIA/M/HRF.

If a position is downgraded due to the application of these SJDs, the incumbent is entitled to a period of grade retention or frozen grade/step provisions of 3 FAM 7593.3.

**STANDARD JOB DESCRIPTIONS
FOR
USIS INFORMATION RESOURCE CENTER (IRC) POSITIONS**

I. Introduction

Information Resource Centers are designed to serve Post and Mission-wide information needs in support of U.S. public diplomacy objectives. IRC staffs provide authoritative, timely information about the United States to posts' target audiences and institutions. They identify and select key data for decision-makers in government, media, business and academia who influence policy or public opinion on issues of greatest concern to the U.S. national interest.

The IRCs are an entirely new concept in information programming that moves well beyond the confines of traditional USIS libraries. Building on the explosion of information technologies, IRCs are the "rapid reaction" force of an Embassy's outreach effort and are critical to achieving established communication goals. They are core information functions which are closely coordinated with other public affairs activities.

Information Resource Centers are fully established in a large number of posts where the information technology environment allows utilization of the Internet, commercial on-line databases, and other electronic resources. They require well trained, well educated staff with knowledge of the U.S. and its print and electronic media and materials, the ability to analyze and synthesize information about the U.S., and expertise in building electronic tools to serve internal/external clients.

II. Coverage & Overview

The Following Standard Job Descriptions (SJDs) are authorized for use at posts with USIS Information Resource Centers.

SJD-5 Information Resource Center Specialist	FSN -10
SJD-4 Information Resource Center Assistant	FSN-9
SJD-3 Information Resource Center Assistant	FSN-9
SJD-2 Information Resource Center Assistant	FSN-8
SJD-1 Information Resource Center Technician	FSN-7

IRC POSITION CLASSIFICATION SJD OVERVIEW

Grade	Operations	Direction
FSN-7 <i>Note: This may also be used for an entry or trainee level for higher level positions.</i>	SJD-1 <ul style="list-style-type: none"> • Assigned general audience • No degree required • No further promotion potential 	NA
FSN-8	SJD-2 <ul style="list-style-type: none"> • Assigned specialized audience • Degree required • Typical full performance level (FPL) for non-managerial positions 	NA
FSN-9	*SJD-3 <ul style="list-style-type: none"> • Advanced FPL found at large & complex IRCs • Authoritative & advanced level of research for high level audience • Specialized subject matter knowledge required, e.g., U.S. Gov't, legislation, politics, culture, commerce, etc. • Assists in IRC management • Degree required 	SJD-4 <ul style="list-style-type: none"> • In-charge of an IRC of medium scope and complexity (typically 1-2 staff, or sole IRC position) • Focus on day- to-day operations • Provides input to program plans • Evaluates resources • Degree required
FSN-10	NA	*SJD-5 <ul style="list-style-type: none"> • In-Charge of an IRC of large scope & complexity • Major participant in program planning and execution • Formulates the IRC strategic plan • Degree required

***REGIONAL INFORMATION RESOURCES OFFICER CERTIFICATION REQUIRED**

III. SJD Position Management Notes and Distinguishing Features

A. SJD-1 - Information Resource Center Technician, FSN-6010-7

Post Title: Information Resource Center Technician

At the FSN-7 level positions may be established as either:

1. a full performance level that is an end unto itself with no opportunity for advancement to a higher grade with responsible for the complete range of basic IRC reference, outreach and technical services (see SJD-1); or
2. the entry/trainee level for Information Resource Center professional level work at the FSN-8 and above.

In the first case, as described in SJD-1, the work requires IRC related experience, but not an undergraduate degree in an appropriate field. Although not covered by a Standard Job Description, the FSN-7 or lower levels may be used as an entry/trainee level for employees with appropriate degrees that are being developed for higher graded IRC positions.

The FSN-7 Information Resource Center Technician (SJD-1) covers positions assigned responsibility for researching and responding primarily to inquires from the host country's general USIS audience on a wide range of issues. Responses to inquiries from the target audience are of a basic nature. In contrast the FSN-8 Information Resource Center Assistant (SJD-2) describes responsibility for responding to complicated requests from predominantly high level target audience members that require comprehensive, in-depth research. At the FSN-7 level positions are responsible for supporting an IRC's day-to-day operations for ordering materials and equipment, keeping records, disseminating outreach materials, and providing basic technology support, whereas the FSN-8 level requires selecting and making judgments on the relevant use of IRC resources to support Country Plan objectives.

B. SJD-2 - Information Resource Center Assistant, FSN-6010-8

Post Title: Information Resource Center Associate

This is the standard full performance level (FPL) for IRC positions that require an undergraduate degree in an appropriate field (professional qualifications). SJD-2 covers positions assigned responsibilities for responding to complicated inquiries requiring complex and comprehensive research, operating an outreach service, and may, at a large post, be responsible for operating a public inquiry service. The work requires developing and maintaining direct contact with members of the host country target audiences. At a small post, the incumbent may be responsible for post's IRC in the absence of the supervisor.

The FSN- 8 Information Resource Center Assistant (SJD-2) is assigned responsibility for responding to complex inquires requiring comprehensive analysis and research, whereas the

FSN-7 Information Resource Assistant (SJD-1) is responsible for relatively straightforward inquiries.

SJD-3 - Information Resource Center Assistant, FSN-6010-9
Post Title: Information Resource Center Coordinator

This is the senior operational level for IRC positions at posts with complex IRC programs.

Note: *No more than one position in a post's IRC can be classified to this level. Regional Information Resources Officer certification as to need and potential employee's qualifications is required before implementing SJD-3.*

The Information Resource Center Assistant FSN-9 (SJD-3) covers positions responsible for advising and assisting the Information Center Specialist FSN-10 (SJD-5). In addition, positions covered by SJD-3 are responsible for responding to a wide range of inquiries requiring in-depth research; developing and maintaining contact with the highest level of target audience; and managing an outreach, reference, and/or public inquiry services.

As senior researcher/head of reference, the FSN-9 Information Resource Center Assistant provides training and guidance to lower level staff in research methods and in the use of IRC electronic and print materials. The incumbent acts for the supervisor in his/her absence.

FSN-9 Information Resource Center Assistant positions are responsible for implementing the IRC strategic plan through daily research activities, whereas at the FSN-10, positions are responsible for independently formulating the IRC strategic plan and working with the IRC staff and the American officers to insure that it is achieved.

SJD-4 - Information Resource Center Assistant, FSN-6010-9
Post Title: Information Resource Center Director

SJD-4 covers positions responsible for directing and managing a moderately complex IRC. The work is similar to that described in SJD-5 for FSN-10 IRC Specialists. The major difference is that FSN-9 IRC Assistants are directing an IRC of medium scope and complexity with either no subordinate staff or at most, no more than one or two. At the FSN-10, the IRC is of wide scope and high complexity, typically requiring several subordinate employees.

The FSN-10 Information Resource Specialist (SJD-5) independently formulates the IRC strategic plan, whereas the FSN-9 Information Resource Assistant (SJD-4) participates with the PAO or A/PAO in formulating the strategic plan.

SJD-5 - Information Resource Specialist, FSN-6010-10
Post Title: Information Resource Center Director

SJD-5 covers positions responsible for directing and managing an IRC program of wide scope and high complexity. Responsibilities covered by SJD-5 include developing the IRC strategic plan, managing the outreach program, developing an electronic and print based collection, supervising and developing the IRC staff, and assuring the staff provide accurate responses to complex research requests.

The FSN-10 Information Resource Specialist manages a large and complex IRC program, whereas the FSN-9 (SJD-4) manages a moderately complex IRC program. The FSN-10 independently formulates the IRC strategic plan, whereas the FSN-9 (SJD-4) participates with the PAO or A/PAO in formulating the strategic plan.

IMPLEMENTATION INSTRUCTIONS

The attached SJDs include the information required for blocks 5, 6, and 13 through 16 of the FSN Position Description Form OF-298 . The remaining blocks need to be completed by posts in accordance with the instructions provided in Appendix B of 3 FAH 2 Chapter 4.

NOTE: *The SJDs are written to cover the duties and responsibilities typically assigned to IRC positions. If needed, post specific responsibilities may be added to an individual position, provided the added responsibilities do not exceed 20 percent of the position. An SJD is **not valid** if added post specific responsibilities exceed 20 percent of the position. In such cases, personnel officers are required to verify assigned work and classify the positions in accordance with 3 FAH 2 Chapter 4 standards and guidelines.*

A. Role of Post's Public Affairs Officer (PAO)

To implement one of the Information Resource Center SJDs, the PAO or designee, should take the following steps.

1. In conjunction with the responsible Regional Information Resources Officer (R/IRO), review the work which needs to be performed and select the SJD which best fits the work requirements of the position in line with sound and economical position management.
2. Complete any required items (e.g., percentage of time) and make any needed minor revisions.

NOTE: *Major revisions to the duties and responsibilities set forth in an SJD will require post's Personnel Officer to evaluate and classify the position in accordance with 3 FAH 2 - Chapter 4 standards and guidelines.*

3. Complete Blocks 1 through 12, as appropriate, on the position description form OF-298. Sign Blocks 10 and 11 validating that the SJD is a complete and accurate description of the assigned duties and responsibilities and that there is a valid management need for the position. If there is an incumbent, that individual should sign Block 8.

4. Forward the SJD to the post's Personnel Office for final classification action and processing.

B. Role of the Personnel Officer

The Personnel Officer is responsible for taking the following steps to verify that the submitted SJD is a valid description of the assigned work and take final classification action.

1. Review the submitted SJD to ensure it is correctly completed.
2. Verify the SJDs appropriateness and, if needed, resolve any questions or concerns through the use of supervisory and desk audits or other accepted procedures.

3. For SJD-3 and SJD-5 Only: Obtain and verify the Regional Information Resources Officer's certification as to need and the potential employee's qualifications.

4. Complete blocks 1, 2, 3, 4, and 6 as appropriate of the OF-298.
5. Validate the SJD by signing and dating block 12 of the OF-298.
By validating the SJD the Personnel Officer is stating the SJD is a valid description of the described duties and responsibilities and formally classifying post's individual IRC position.
6. Take whatever personnel actions are necessary, e.g., recruitment, promotion, development of trainee level position descriptions.

C. Requests for Assistance

Any questions regarding the use or implementation of the Information Resource Center SJDs should be directed to PER/OE/HRM and USIA/M/HRF.

Provides research, outreach, and collection development of limited scope. Researches Information Resource Center's (IRC) electronic and traditional resources to respond to basic inquiries for information from the host country audience, USIS staff, and other agencies at post. Assists higher level IRC staff in the Outreach and Collections functions.

NOTE: This is a full performance level that is an end unto itself with no opportunity for advancement to a higher grade. This Standard Job Description covers positions responsible for the complete range of basic IRC reference, outreach and technical services. The work does not require a degree in the information or related fields.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

1. Research/Reference

Percentage _____

Responds to inquiries for basic information primarily from the host country audiences, USIS staff, and other agencies at post. Analyzes the content of the inquiry and, if needed, contacts the client to discuss and clarify the request. Refers complex inquiries to higher level IRC staff. The research is completed using a wide range of traditional and electronic resources including, but not limited to, the Internet, CD-ROM, commercial on-line data bases, and U.S. government sources. Develops search strategies based on subject matter knowledge, structure of resource and interview with clients.

Identifies items of interest to IRC staff by reviewing incoming documents and periodicals. Keeps abreast of emerging information technology as well as the structure and validity of its content. The incumbent stays informed on Country Plan topics through U.S. government reports, think tank reports, professional journals, periodicals and newspapers.

May be a member of the USIS maintained Embassy Home Page team and may recommend appropriate materials and links for inclusion.

2. Outreach

Percentage _____

Provides following types of technical outreach services in support of the IRC program.

Establishes and maintains records of IRC outreach services. Periodically reports to the head of IRC or designee on the use of outreach services by host country audience and users of IRC services, and on any problems and issues.

Schedules appointments for researchers using the Information Resource Center services. Briefs users on IRC services and procedures. Provides individual instruction to researchers using reference material in the IRC.

Upon request, provides books, periodicals and other written material to target audience members.

Participates in professional organizations and conferences and maintains contact with information professionals to keep abreast of host country developments and to advise them of IRC capabilities and services.

3. IRC Collection Development

Percentage _____

Purchases publications and products as directed by higher level IRC staff. Prepares purchase orders, maintains purchase files including associated financial records, and tracks status of orders until receipt. Maintains contact with vendors to learn of new products and to determine availability of products. Advises the supervisor or designee of problems and issues.

As necessary, catalogs and maintains collection.

As requested, drafts statistical and other reports for USIS staff.

Identifies reference materials which are out of date and/or of marginal interest to the target audience and recommends disposal to supervisor.

15. MINIMUM DESIRED QUALIFICATIONS

a. Education: The completion of secondary school is required. Post secondary education in library and

information science is highly desirable.

b. Prior Work Experience: One to three years of progressively responsible experience in traditional library reference services and in the use of emerging information technologies and electronic media resources.

c. Post Entry Training: Training in electronic and telecommunications delivery systems used at USIS and USIA; training to keep abreast of new trends and developments in information technology in the U.S. such as the Internet, reference and research sources and services using electronic based formats.

d. Language Proficiency: Level IV (fluent) in both spoken and written English and the language of the host country.

e. Knowledges: Knowledge of electronic retrieval and delivery tools, in particular the Internet and standard information science practices and procedures. A basic understanding of contemporary U.S. affairs as well as a knowledge of U.S. governmental and political processes.

f. Skills and Abilities: Excellent service orientation to target audience, interpersonal, and cross cultural skills. Ability to carry out reference searches and respond rapidly to requests; to work effectively with American and foreign national staffs; to plan, organize, and carry out assigned responsibilities using electronic based technologies, including the Internet, CD-ROM, commercial on-line data bases, and print resources.

16. POSITION ELEMENTS

a. Supervision Received: Under the general supervision of the head of the IRC.

b. Available Guidelines: USIA and U.S. Embassy manuals and instructions, including Post Country Plan and institutional analysis, information technology standards and requirements; library science and reference guidelines; purchasing regulations and procedures.

c. Exercise of Judgment: Incumbent exercises judgment in matching information resources with audience requests, and determines who is eligible to use IRC services.

d. Authority to Make Commitments: With pre-approved guidance has the authority to make commitments for small purchases, such as Government Printing Office publications and research reports.

e. Nature, Level, and Purpose of Contacts: Contact with general audience members, USIS, and staffs of other agencies at post when responding to reference queries; some direct contact with audience members in providing outreach services.

f. Supervision exercised: None

g. Time Required to Perform Full Range of Duties after Entry Into the Position:

With the necessary qualifications and prior work experience as stated above, an incumbent should be able to carry out duties within one year of assuming the position.

Optional Form 298 11-81

**INTERAGENCY
FSN EMPLOYEE POSITION DESCRIPTION
USIA STANDARD JOB DESCRIPTION SJD-2, FSN-6010-8**

Prepare according to instructions provided in Appendix A, 3 FAH 2 CHAPTER 4

TL-PER/OE/HRM - USIS FSN-6010 SJD (5/1/98)

target audience, USIS staff, and other agencies at post. Develops and maintains contact with target audience members. Contributes to the outreach program and assists with collection development.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

1. Research/Reference

Percentage _____

Responds to inquiries for in-depth information primarily from the target audience (e.g., parliamentarians, academics, senior ministry officials and other policy makers, the media, researchers), as well as from USIS staff, and other agencies at post. Analyzes content of the inquiry and, if needed, contacts the client to discuss and clarify the request. Researches inquiry by interpreting U.S. government, legal and legislative documentation or other appropriate resources. The research is completed using a wide range of traditional and electronic resources including, but not limited to, the Internet, CD-ROM, and U.S. government sources.

If query is outside the scope of the IRC's capability, makes referrals to appropriate institutions or collections or contacts other agencies or private sources to obtain information.

May be a member of the USIS maintained Embassy Home Page team, and may recommend appropriate materials and links for inclusion.

May operate a public inquiry service.

2. Outreach

Percentage _____

Provides U.S. government, think tank, and periodical articles to target audience members based on Strategic Dissemination of Information (SDI) profiles.

Assists in designing promotional materials and assists in developing marketing strategies highlighting USIS IRC products, programs and services. Monitors and assesses advances in information technologies in order to electronically transmit IRC products where feasible.

Participates in professional organizations and conferences and maintains contact with information professionals to keep abreast of host country developments and to advise them of IRC capabilities and services.

Keeps abreast of emerging information technology, and new developments in reference services and information science.

Schedules appointments for researchers using the Information Resource Center services. Briefs eligible users on IRC services and procedures. Provides individual instruction to researchers using reference material in the IRC.

3. Collection Development

Percentage _____

Selects or recommends selection of publications such as U.S. Government Printing Office publications, Congressional and other USG documents, and think tank reports. Apprises supervisor of newly selected publications.

Maintains IRC deposit accounts. Ensures sufficient funds are available for immediate purchase of publications.

15. MINIMUM DESIRED QUALIFICATIONS

a. Education: A university degree in information science, library science, political science, international affairs, or American studies is required.

b. Prior Work Experience: Two to four years of progressively responsible experience in the field of information research. This includes experience in traditional research and reference services, and in the use of emerging technologies and electronic resources.

c. Post Entry Training: Training in electronic and telecommunications delivery systems used at USIS and USIA; training to keep abreast of new trends and developments in information technology in the U.S. such as the Internet, research and reference sources and services using electronic based formats.

d. Language Proficiency: Level IV (fluent) in both spoken and written English and in the language of the host country.

e. Knowledges: Good knowledge of U.S. reference and resource materials in the subject areas emphasized in the Post's Country Plan and Mission Program Plan, and of current trends and developments in American and host country information science and technology. Knowledge of electronic retrieval and delivery tools, in particular the Internet and standard information science practices and procedures. Research inquiries require that the incumbent have an in depth knowledge of host country and U.S. foreign affairs policies, legislative and other domestic issues of relevance to Country Plan themes.

f. Skills and Abilities: Excellent service orientation to target audience, interpersonal, and cross cultural skills. Ability to carry out reference searches and respond rapidly to complex requests, often for breaking news; to work effectively with American and foreign national staffs; to independently plan, organize, and carry out assigned responsibilities using electronic based technologies, including internet, CD-ROM, and print resources; to maintain contact with target audience members; excellent written and oral communication skills. Ability to prioritize work schedule and incoming requests.

16. POSITION ELEMENTS

a. Supervision Received: Under the general supervision of the head of the IRC.

b. Available Guidelines: USIA and U.S. Embassy manuals and instructions, including Post Country Plan and institutional analysis, information technology standards and requirements; library science and reference guidelines; purchasing regulations and procedures.

c. Exercise of Judgment: Incumbent exercises judgment in matching information resources with the target audience, and determines who is eligible to use IRC services.

d. Authority to Make Commitments: Authority to make commitments for purchase of U.S. government documents and think tank reports; to conduct research in commercial on-line databases.

e. Nature, Level, and Purpose of Contacts: Daily contact with target audience members, USIS and staffs of other agencies at post when responding to research queries.

f. Supervision exercised: None. In a small IRC, may act for the supervisor in his/her absence.

g. Time Required to Perform Full Range of Duties after Entry Into the Position: With the necessary qualifications and prior work experience as stated above, an incumbent should be able to carry out duties within one year of assuming the position.

collection development of wide scope. Researches IRC's electronic and traditional resources in response to complex inquiries for information from the target audience, USIS staff, and other agencies at post. Develops and maintains contact with high level target audience members. Assists supervisor in managing outreach and collection development. Designs strategic dissemination of information (SDI) profiles of high level audience members. Determines appropriate mix of print and electronic resources.

NOTE: This is the senior operational level for Information Resource Center Assistant positions. They are found only in large and complex IRCs headed by FSN-10 Information Resource Center Specialists. No more than one position in a post's IRC can be classified to this level. Regional Information Resources Officer certification as to need and potential employee's qualifications is required before implementing SJD-3.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

1. Research/Reference

Percentage _____

As the senior researcher at a large and complex IRC program, responds to inquiries for in-depth information primarily from the target audience (e.g., parliamentarians, academics, senior ministry officials and other policy makers, the media, researchers), as well as from USIS staff, and other agencies at post. Analyzes content of the inquiry and, if needed, contacts the client to discuss and clarify the request. Researches inquiries by interpreting U.S. government, legal and legislative documentation or other appropriate resources. The research is completed using a wide range of traditional and electronic resources including, but not limited to, the Internet, CD-ROM, commercial on-line databases, and U.S. government sources.

If query is outside the scope of the IRC's capability, makes referrals to appropriate institutions or collections or contacts other agencies or private sources to obtain information.

Provides research guidance to subordinate IRC staff

As a member of the USIS maintained Embassy Home Page team, recommends appropriate materials and links for inclusion. Ensures accuracy of content and relevance to bilateral issues. Promotes the home page among target audience members.

In charge of a public inquiry service.

2. Outreach

Percentage _____

Develops Strategic Dissemination of Information (SDI) profiles on selected highest level target audience members. Reviews information resources at regular intervals and distributes materials to SDI recipients.

Participates in professional organizations and conferences and maintains contact with information professionals to keep abreast of host country developments and to advise them of IRC capabilities and services.

Keeps abreast of emerging information technology, and new developments in reference services and information science.

3. Collection Development

Percentage _____

Determines the appropriate mix of print and electronic based resources for the IRC program.

Selects databases and materials, such as U.S. Government Printing Office publications, Congressional and other USG documents, think tank reports, and databases for the IRC collection. Prior to selection, assesses content of material for authority, relevance and balance, as well as for contribution to Country Plan and Mission Program Plan goals.

May administer the IRC deposit accounts, ensuring sufficient funds are available for immediate purchase of publications as the need arises.

4. IRC Management Support

Percentage _____

Provides information to the supervisor for inclusion in the IRC contribution to the USIS budget submission. Prepares analytical reports on special IRC programs. Maintains IRC records and statistics for supervisor, according to GPRA requirements.

15. MINIMUM DESIRED QUALIFICATIONS

a. Education: A university degree in information science, library science, political science, international affairs, or American studies is required.

b. Prior Work Experience: Three to five years of progressively responsible experience in the field of information

research. This includes experience in traditional research and reference services, and in the use of emerging technologies and electronic resources.

c. Post Entry Training: Training in electronic delivery systems used by USIS and USIA; training to keep abreast of new trends and developments in information technology in the U.S. such as the Internet, research and reference sources and services using electronic based format.

d. Language Proficiency: Level IV (fluent) in both spoken and written English and in the language of the host country.

e. Knowledges: Extensive knowledge of U.S. reference and resource materials in the subject areas emphasized in the Post's Country Plan and Mission Program Plan, and of current trends and developments in American and host country information science and technology. Knowledge of electronic retrieval and delivery tools, in particular the Internet and standard information science practices and procedures. Research inquiries require that the incumbent have an in depth knowledge of host country and U.S. foreign affairs policies, legislative and other domestic issues of relevance to Country Plan themes.

f. Skills and Abilities: Excellent service orientation to target audience, interpersonal, and cross cultural skills. Ability to carry out reference searches and respond rapidly to complex requests, often for breaking news; to work effectively with American and foreign national staffs; to independently plan, organize, and carry out assigned responsibilities using electronic based technologies, including internet, CD-ROM, and print resources; to maintain contact with target audience members; excellent written and oral communication skills. Ability to prioritize work schedule and incoming requests.

16. POSITION ELEMENTS

a. Supervision Received: Under the general supervision of the head of IRC.

b. Available Guidelines: USIA and U.S. Embassy manuals and instructions, including Post Country Plan and institutional analysis, information technology standards and requirements; library science and reference guidelines.

c. Exercise of Judgment: Incumbent exercises judgment in matching information resources with the target audience, and determines who is eligible to use IRC services.

d. Authority to Make Commitments: Authority to make commitments for purchase of U.S. government documents and think tank reports; to conduct research in commercial on-line databases.

e. Nature, Level, and Purpose of Contacts: Daily contact with target audience members, USIS and staffs of other agencies at post when responding to research queries. Occasional contact with appropriate offices at USIA in Washington.

f. Supervision exercised: None. May act for supervisor in his/her absence.

g. Time Required to Perform Full Range of Duties after Entry Into the Position: With the necessary qualifications and prior work experience as stated above, an incumbent should be able to carry out duties within one year of assuming the position.

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Optional Form 298 11-81

**INTERAGENCY
FSN EMPLOYEE POSITION DESCRIPTION
USIA STANDARD JOB DESCRIPTION SJD-4, FSN-6010-9**

Prepare according to instructions provided in Appendix A, 3 FAH 2 CHAPTER 4

1. POST	2. .AGENCY	3. POSITION NO.
4. REASON FOR SUBMISSION		
<input type="checkbox"/> a. Reclassification: This position replaces		

1. IRC Management**Percentage** _____

Plans, develops, and manages a moderately complex IRC in accordance with Country Plan and Mission Program Plan objectives and priorities. Is in charge of all research and reference services, and ensures authoritative information about the U.S. is received by the target audience. Devises strategies for cost-effective, automated means of responding to information inquiries. Reviews the IRC capabilities, and develops ways of optimizing the technology of post's information services. Develops IRC strategic plan in coordination with PAO or A/PAO.

Advises American officers of USIS and other agencies on services provided by the IRC.

Prepares IRC contributions to the USIS budget submissions. Advises the PAO of strategies for managing resources to assure maximum cost effectiveness and productivity. Prepares analytical reports and writes briefs on special IRC programs and problems; insures adequate IRC records and statistics are maintained for Post managers and GPRA requirements.

If assigned supervisory responsibilities, assigns work and provides guidance to the IRC FSN staff. Assesses professional development needs and ensures training is available. Approves time and attendance and requests for leave; prepares evaluation reports on subordinates, and recommends appropriate personnel actions.

Monitors developments in information technology in the U.S. and the host country, evaluates their relevance to the post's public affairs program, and recommends cost effective strategies for their use.

Keeps abreast of developments in American political and cultural life.

2. Outreach/Public Programs**Percentage** _____

Promotes awareness of American policies and positions in contemporary affairs through a variety of innovative outreach programs.

Designs selective dissemination of information (SDI) profiles for select, upper level contacts, e.g., parliamentarians, government officials, academics, senior civil servants, other policy makers, the media, and researchers. Consults with IRC staff, PAO, and/or USIS and other agency officers to gain information for SDI profiles. Interviews recipients of SDI profiles to tailor an appropriate strategy to meet their needs. Reviews information resources at regular intervals and oversees distribution of materials to SDI recipients. Maintains one-on-one contact with recipients regarding their use of IRC resources.

Designs promotional materials and develops marketing strategies highlighting USIS IRC products, programs and services. Monitors and assesses advances in information technologies in order to electronically transmit IRC products where feasible.

Develops programs in information technology to showcase American information products. Works closely with other members of the USIS program team to enhance USIS-sponsored programs.

May be editor of the U.S. Embassy Home Page, or serve as a member of the Home Page team. Recommends appropriate materials and links for inclusion. Ensures accuracy of content and relevance to bilateral issues. Promotes and markets the Home Page to target audiences.

Keeps abreast of emerging information technology in the host country and the United States, and of the increasing accessibility of electronic information, to determine its usefulness to the IRC.

Participates in professional organizations by attending conferences and workshops, and maintains close and regular ties with local and USIA information specialists.

3. Research/Reference

Percentage _____

Responds to inquiries for in-depth information primarily from the target audience (e.g., parliamentarians, academics, senior ministry officials, and other policy makers, the media, researchers), as well as from USIS staff, and other agencies at post. Analyzes content of the inquiry and, if needed, contacts the client to discuss and clarify the request. Researches inquiry by interpreting U.S. government, legal and legislative documentation or other appropriate resources. The research is completed using a wide range of traditional and electronic resources including, but not limited to, the Internet, CD-ROM, commercial on-line databases, and U.S. government sources.

4. Collection Development

Percentage _____

Determines the appropriate mix of print and electronic based resources for the IRC program.

Selects databases and materials, such as U.S. Government Printing Office publications, Congressional and other USG documents, think tank reports, and databases for the IRC collection. Prior to selection, assesses content of material for authority, relevance and balance, as well as for contribution to Country Plan and Mission Program Plan goals.

15. MINIMUM DESIRED QUALIFICATIONS

a. Education: A university degree in information science, library science, political science, international affairs, or American studies is required.

b. Prior Work Experience: Three to five years of progressively responsible experience in the field of information research. This includes experience in traditional research and reference services, and in the use of emerging technologies and electronic resources.

c. Post Entry Training: Training in electronic delivery systems used by USIS and USIA; training to keep abreast of new trends and developments in information technology in the U.S. such as the Internet, research and reference sources and services using electronic based format.

d. Language Proficiency: Level IV English (fluent) in both spoken and written English and the language of the host country.

e. Knowledges: Good knowledge of U.S. reference and resource materials in the subject areas emphasized in the Post's Country Plan and Mission Program Plan, and of current trends and developments in American and host country information science and technology. Knowledge of electronic retrieval and delivery tools, in particular the Internet and standard information science practices and procedures. Research inquiries require that the incumbent have an in depth knowledge of host country and U.S. foreign affairs policies, legislative and other domestic issues of relevance to Country Plan themes.

f. Skills and Abilities: Excellent service orientation to target audience, interpersonal, and cross cultural skills. Ability to carry out reference searches and respond rapidly to complex requests, often for breaking news; to work effectively with American and foreign national staffs; to independently plan, organize, and carry out assigned responsibilities using electronic based technologies, including internet, CD-ROM, and print resources; to maintain contact with target audience members; excellent written and oral communication skills. Ability to prioritize work schedule and incoming requests. Ability to train, supervise and evaluate staff or to effectively inform other FSN staff of IRC role and resources; ability to write reports and outreach publications.

16. POSITION ELEMENTS

a. Supervision Received: Receives general supervision from the Public Affairs Officer, the Assistant Public Affairs Officer or the Information Officer, depending upon Post structure. Consults with the Public Affairs Officer and/or the Information Officer for policy guidance only.

b. Available Guidelines: USIA and U.S. Embassy manuals and instructions, including Post Country Plan and institutional analysis, information technology standards and requirements; library science and reference guidelines.

c. Exercise of Judgment: Exercises judgment in matching information resources with the target audience, and determines who is eligible to use IRC services. Uses judgment in developing and allocating program resources to fulfill mission and objectives of the Information Resource Center.

d. Authority to Make Commitments: Makes commitments related to the administration of the IRC and the information program it supports.

e. Nature, Level, and Purpose of Contacts: Liaison with the highest level members of the target audience, and with Embassy officers to ensure the IRC meets their needs. Regular contact with appropriate offices in the I Bureau at USIA in Washington.

f. Supervision exercised: Provides general supervision to the IRC FSN employees, implements work requirements, monitors work, evaluates and reviews their performance.

g. Time Required to Perform Full Range of Duties after Entry Into the Position: With the necessary qualifications and prior work experience as stated above, an incumbent should be able to carry out duties within one year of assuming the position.

conducted by the IRC staff. Plans and implements an outreach program to advance the Mission's public affairs goals. Develops and maintains continuing personal contact with the highest level target audience members.

NOTE: Regional Information Resources Officer certification as to need and potential employee's qualifications is required before implementing SJD-5.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

1. IRC Management

Percentage _____

As head of a large and complex IRC program, independently plans, develops and manages the IRC in accordance with Country Plan and Mission Program Plan objectives and priorities. Oversees all research and reference services, and ensures authoritative information about the U.S. is received by the target audience. Devises strategies for cost-effective, automated means of handling information inquiries. Reviews the IRC capabilities, and develops ways of optimizing the technology of post's information services. Independently develops IRC strategic plan.

Advises USIS staff and those of other agencies on services provided by the IRC.

Prepares IRC contributions to the USIS budget submissions. Advises the PAO of strategies for managing resources to assure maximum cost effectiveness and productivity. Prepares analytical reports and writes briefs on special IRC programs and problems; insures adequate IRC records and statistics are maintained for Post managers and GPRA requirements.

Assigns work and provides guidance to the IRC FSN staff. Assesses professional development needs and ensures training is available. Approves time and attendance and requests for leave; prepares evaluation reports on subordinates, and recommends appropriate personnel actions.

Monitors developments in information technology in the U.S. and the host country, evaluates their relevance to the USIS program, and recommends cost effective strategies for their use.

Keeps abreast of developments in American political and cultural life.

2. Outreach/Public Programs

Percentage _____

Promotes awareness of American policies and positions in contemporary affairs through a variety of innovative outreach programs.

Designs selective dissemination of information (SDI) profiles for select, upper level contacts, e.g., parliamentarians, government officials, academics, senior civil servants, other policy makers, the media, and researchers. Consults with IRC staff, PAO, and/or USIS and other agency officers to gain information for SDI profiles. Interviews recipients of SDI profiles to tailor an appropriate strategy to meet their needs. Reviews information resources at regular intervals and oversees distribution of materials to SDI recipients. Maintains one-on-one contact with recipients regarding their use of IRC resources.

Designs promotional materials and develops marketing strategies highlighting USIS IRC products, programs and services. Monitors and assesses advances in information technologies in order to electronically transmit IRC products where feasible.

Develops programs in information technology to showcase American information products. Works closely with other members of the USIS program team to enhance USIS-sponsored programs.

May be editor of the U.S. Embassy Home Page, or serve as a member of the Home Page team. Recommends appropriate materials and links for inclusion. Ensures accuracy of content and relevance to bilateral issues. Promotes and markets the Home Page to target audiences.

Keeps abreast of emerging information technology in the host country and the United States, and of the increasing accessibility of electronic information, to determine its usefulness to the IRC.

Participates in professional organizations by attending conferences and workshops, and maintains close and regular ties with local and USIA information specialists.

3. Research/Reference

Percentage _____

Responds to inquiries for in-depth information primarily from the target audience (e.g., parliamentarians, academics, senior ministry officials, and other policy makers, the media, researchers), as well as from USIS staff, and other agencies at post. Analyzes content of the inquiry and, if needed, contacts the client to discuss and clarify the request. Researches inquiry by interpreting U.S. government, legal and legislative documentation or other appropriate resources. The research is completed using a wide range of traditional and electronic resources including, but not limited to, the Internet, CD-ROM, commercial on-line databases, and U.S. government sources.

4. Collection Development

Percentage _____

Determines the appropriate mix of print and electronic based resources for the IRC program.

Selects databases and materials, such as U.S. Government Printing Office publications, Congressional and other USG documents, think tank reports, and databases for the IRC collection. Prior to selection, assesses content of material for authority, relevance and balance, as well as for contribution to Country Plan and Mission Program Plan goals.

15. MINIMUM DESIRED QUALIFICATIONS

a. Education: University degree in information science, library science, political science, international affairs, or American studies is required. A master's degree in any of these fields of study is desirable.

b. Prior Work Experience: Four to six years of progressively responsible experience in the field of information research. This includes experience in traditional research and reference services, and in the use of emerging

technologies and electronic resources.

c. Post Entry Training: Training in electronic delivery systems used by USIS and USIA; training to keep abreast of new trends and developments in information technology in the U.S. such as the Internet, research and reference sources and services using electronic based format.

d. Language Proficiency: Level IV English (fluent) in both spoken and written English and the language of the host country.

e. Knowledges: Good knowledge of U.S. reference and resource materials in the subject areas emphasized in the Post's Country Plan and Mission Program Plan, and of current trends and developments in American and host country information science and technology. Knowledge of electronic retrieval and delivery tools, in particular the Internet and standard information science practices and procedures. Research inquiries require that the incumbent have an in depth knowledge of host country and U.S. foreign affairs policies, legislative and other domestic issues of relevance to Country Plan themes.

f. Skills and Abilities: Excellent service orientation to target audience, interpersonal, and cross cultural skills. Ability to carry out reference searches and respond rapidly to complex requests, often for breaking news; to work effectively with American and foreign national staffs; to independently plan, organize, and carry out assigned responsibilities using electronic based technologies, including internet, CD-ROM, and print resources; to maintain contact with target audience members; excellent written and oral communication skills. Ability to prioritize work schedule and incoming requests. Ability to train, supervise and evaluate staff or to effectively inform other FSN staff of IRC role and resources; ability to write reports and outreach publications.

16. POSITION ELEMENTS

a. Supervision Received: Receives general supervision from the Public Affairs Officer, the Assistant Public Affairs Officer or the Information Officer, depending upon Post structure. Works independently and establishes long-term goals. Consults with the Public Affairs Officer and/or the Information Officer for policy guidance only.

b. Available Guidelines: USIA and U.S. Embassy manuals and instructions, including Post Country Plan and institutional analysis, information technology standards and requirements; library science and reference guidelines.

c. Exercise of Judgment: Exercises judgment in matching information resources with the target audience, and determines who is eligible to use IRC services. Uses judgment in developing and allocating program resources to fulfill mission and objectives of the Information Resource Center.

d. Authority to Make Commitments: Makes commitments related to the administration of the IRC and the information program it supports.

e. Nature, Level, and Purpose of Contacts: Liaison with the highest level members of the target audience, and with Embassy officers to ensure the IRC meets their needs. Regular contact with appropriate offices in the I Bureau at USA in Washington.

f. Supervision exercised: Provides general supervision to the IRC FSN employees, implements work requirements, monitors work, evaluates and reviews their performance.

g. Time Required to Perform Full Range of Duties after Entry Into the Position: With the necessary qualifications and prior work experience as stated above, an incumbent should be able to carry out duties within one year of assuming the position.

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