



Student Trainee (Human Resources), GS-0201-05/07

Introduction:

This position is located in the Office of Human Resources (OHR), Office of the Director, National Institutes of Health (NIH). The NIH mission is to improve the health of the American people through the advancement of research training, the exchange of knowledge in the biomedical and related sciences, and identification of research findings that can lead to better prevention, diagnosis, treatment, amelioration, and cure of the diseases of humankind and improved health.

The Office of Human Resources (OHR) provides overall policy, guidance, and operational assistance in human resource management to the NIH. OHR oversees a Federal human resources program that meets the unique needs of a biomedical research organization with employees in competitive and excepted service appointments, in all pay plans, using programs and authorities unknown in other Federal organizations.

If selected for this opportunity you will serve as a Student Trainee (Human Resources) in the Strategic Programs Division located in Rockville, Maryland. You will provide services and develop expertise in HR information systems, systems project management, business process reengineering, and metrics/analytics.

Internships in the Strategic Programs Division

Strategic Programs Division (SPD) staff members will work with visiting HR interns in assigning them work that will inform them about our various projects as well as the mission of our division. At the end of a rotation, we expect that the intern will have completed specific assignments that will promote his or her understanding of HR information systems (HRIS), systems project management, and our activities and services. Naturally, we intend to make any rotations mutually beneficial to the intern and the SPD.

We are offering three different rotation types that involve work on multiple projects/systems. The projects included within each of SPD's three sample rotations provide meaningful learning opportunities to new Interns; however, these are examples only and the intern can work with SPD management to create a unique rotation to satisfy

the needs of both parties. The intern's work schedule will be constructed around his or her class schedule but must be twenty or more hours per week. The position will pay either \$14.56 or \$18.04 per hour, depending on experience.

The internship will be designed to last the length of one semester. All rotations will include an introduction to HR information systems project management techniques.

ROTATION ONE

Metrics/analytics: SPD is responsible for analyzing HR data entered into various databases by employees throughout the NIH human resources department. The analysis performed allows for evaluation of performance within HR, helps illuminate current and future personnel problems facing the NIH, and is critical to the development of human capital strategy. In addition, the Metrics staff provides monthly, quarterly, and annual reports to customers including the Bureau of Labor Statistics, Department of Commerce, Office of Management and Budget, and the NIH Director of Human Resources.

The intern will learn how to produce reports, analyze HR data while receiving guidance from SPD Metrics staff, and learn how HR Metrics fits into the strategy and planning for the future of the entire organization. The reports produced will include Workforce Demographics, Personnel Actions, Key Performance Indicators, and FTE Usage.

The intern will learn:

- How to run data reports using various systems
- How Metrics fits into the overall organizational vision
- How to analyze and summarize data reports
- The importance of data management and data accuracy

Help Desk support: Providing technical support to users of HR systems and auditing access to HR systems are two major functions of the Help Desk. SPD is responsible for maintaining 18 HR systems, and the Help Desk is responsible for granting system access requests as well as helping the users of the systems through problems encountered in their daily use. In addition, the Help Desk audits user access to the systems to ensure accurate records of the number of users for each system and level of access requested versus the level of access granted.

An Intern working with the Help Desk will assist in handling access requests and help conduct system access audits. The intern will be introduced to the systems and guided by SPD staff while performing the duties assigned.

The intern will learn:

- How to grant access requests for system users
- How to provide direct customer support in a help desk environment
- How to track and report on user inquiries using an automated tracking system

- Information about the systems maintained by SPD and how they contribute to the HR mission
- System access auditing techniques

ROTATION TWO

Recruitment Systems: SPD maintains systems that are used by HR employees to recruit and hire new employees. These systems allow HR staff to compose and post vacancy announcements, develop assessment questions, rank and rate applicants, and complete the hiring process. Hiring quality employees is the key to producing the world-class medical research the NIH has always provided. The recruitment and staffing systems used help to ensure that the best candidates are found and hired to further the mission of the NIH.

The Intern will be involved in creating and reviewing assessment questions that are used in the recruitment process, creating vacancy announcements, and editing user guides and training materials for users of the system.

The Intern will learn:

- How to use the recruitment and staffing systems
- Techniques for editing, writing quality, and validating assessment questions
- How to match assessment questions with required competencies for the position
- Details about the Federal hiring process and requirements

Workflow information Tracking System: SPD is charged with developing and implementing the Workflow Information Tracking System (WiTS). WiTS is a workflow management system that provides corporate consistency through business process management and automated workflows. The automated workflow system enables HR staff to monitor and track the status of a vast array of actions, correspondence, and approvals. It promotes excellent customer service through improved communication and timeliness in completing actions.

The Intern will assist the project lead and other team staff with a variety of activities involving system setup and documentation. This will include compiling and verifying admin codes, synchronizing data tables, documenting field parameters, and mapping HR processes. He or she will also assist with system/procedure documentation including setting up bizcoves, work area pages, and user group/profiles.

The Intern will learn:

- How to use WiTS
- How to set up an HR system
- Appropriate workflows for various HR processes
- How to reengineer work processes
- How to document a system
- How to use metrics reports to gauge work activities

ROTATION THREE:

Change Management: Change Management links people and processes with changes in integrated HR data and tools. This enables NIH staff to maintain current knowledge about the HR systems that are used in daily work activity. SPD is responsible for overseeing the major HR systems including staffing, classification, workflow tracking, HR metrics, training, and personnel records systems.

The Intern will be responsible for learning about the HR systems and providing a new perspective in ways SPD could further improve communication about changes to the systems. For rotations of over two weeks, we expect that the intern would assist with the marketing efforts involved in informing the NIH community about changes to HR systems. This would involve assisting at outreach events, giving presentations to OHR staff or other NIH employees, planning presentations, and writing publications for release on the NIH Portal. We would also help the intern in performing analytical work that backs up the various systems.

The Intern will learn:

- How HR systems link to the provision of excellent HR customer service
- How to inform NIH staff about system changes and how to be a champion of HR
- A functional overview of at least one HR system
- How to provide professional presentations and marketing efforts
- How various communications mechanisms are used, including the publication of a monthly newsletter

OHR Web/Portal Project: An Intern who is interested in learning more about web and portal technology and how HR information is distributed on our website and through the portal will benefit from a rotation with the Web/Portal Team. The Intern will be responsible for reviewing the organization/information on the HR Community and providing a fresh perspective. He or she will also use their experience and HR knowledge to verify and categorize information.

The Intern will learn:

- What information is available on the NIH portal and how it is organized
- How HR information is presented using BEA portal software
- How HR systems are integrated with the NIH Portal
- How the portal technology allows Interns to “self publish” to the NIH Portal
- What the following terms and concepts mean in context of portal technology:
 - Cards
 - Crawlers
 - Filters
 - Folders
 - Document Types

Surveys: Using a simple web based survey tool interns will work with Subject Matter Expert (SME) to prepare or complete surveys, work on creating and reviewing appropriate survey questions, monitoring survey responses in progress, and analyzing survey trends.

The Intern will learn:

- How to write surveys
- How to determine confidence levels
- How to analyze survey data and trends
- How to evaluate the effectiveness and efficiency of a survey

HHS Exit Survey: HHS has instituted an on-line exit survey to determine why staff terminates employment with HHS. SPD is responsible for issuing an on-line exit survey to departing NIH employees every two weeks and for evaluating the submitted responses. We receive quarterly reports from the Program Support Center (PSC) with the information submitted by NIH employees for that quarter. An Intern will help with sending out the survey to exiting employees, analyzing the results, and making suggestions on how to revise and improve the survey.

The Intern will learn:

- How to evaluate exit survey data submitted from the PSC
- How to critically evaluate the survey to determine how it can be improved for the Department
- What trends are evident in exit information