

## **UA Little Rock Temporary Staffing Contracts**

UA Little Rock has contracted with four (4) firms to provide temporary employment on campus in the grounds, custodial, administrative, IT, security, and events categories.

### **Contracted Suppliers (in no particular order of preference)**

#### **Cogent Infotech | SPC-002076**

Name: Justin Acord

Email: [Justin.acord@coagentinfo.com](mailto:Justin.acord@coagentinfo.com) & [Govt-Bids@coagentinfo.com](mailto:Govt-Bids@coagentinfo.com)

Phone: 412-889-7700

<https://www.coagentinfo.com/>

#### **Infojini | SPC-002104**

Name: Katy Jones

Email: [statebids@infojiniconsulting.com](mailto:statebids@infojiniconsulting.com)

Phone: 443-270-1850, ext 445

<https://www.infojiniconsulting.com/>

#### **TryFacta | SPC-002103**

Name: Pat K

Email: [RFP@tryfacta.ai](mailto:RFP@tryfacta.ai)

Phone: 669-305-7377

<https://www.tryfacta.ai/>

#### **22nd Century | SPC-002077**

Name: Shikha Sharma

Email: [sledbids@tscti.com](mailto:sledbids@tscti.com)

Phone: 804-372-0704, ext 359

<https://www.tscti.com/>

### **Step 1: Send a request to the supplier**

- A. Contact the supplier with the following information requesting a quote from the UA Little Rock contract.
  - a. Specify the required job description, number of workers, and estimated hours for the requirements of the placement
- B. The supplier shall respond and commit to providing potential candidates for any position within 24 hours of a request. A written estimate is to be submitted by the contractor at this time.

**Step 2: Review the supplier's quote and potential candidates.**

- A. Review the potential candidates and conduct interviews, if necessary, to determine if they meet your needs.

**Step 3: Requisition and Purchase Order**

- A. Once you have selected the candidates you will need to submit a requisition, referencing the correct SPC number and order-from connection, in Workday.
- B. The requisition will be reviewed and once approved will be issued to the supplier.

If there are any response or performance issues please contact the supplier and Procurement Services.

**TEMPORARY STAFFING JOB DESCRIPTIONS**

**A. General:**

- 1. The job descriptions below are typical jobs but not limited to what the University may ask to provide. It is solely provided for the information of past staffing needs.
- 2. Any position that requires driving vehicles, mowers, golf carts, utility vehicles, etc., must have a valid driver's license and pass driver's record screening.

**B. Office Personnel:**

**1. Administrative Assistant:**

- i. Must possess excellent grammar, spelling, and punctuation skills.
- ii. Proficiency (skills at the medium to advanced level) in Microsoft Office products such as Word, Excel, and PowerPoint. Proficiency in other software products may also be desired for particular jobs.
- iii. Ability to answer a multi-line telephone system, filing, and copying.
- iv. Must work well with people.

**2. Front Desk/ Receptionist**

- i. Ability to greet guests and screen callers to appropriate staff.
- ii. Good communication skills
- iii. Ability to answer a multi-line telephone system
- iv. Must have appropriate front office appearance
- v. May include simple clerical duties.

**3. Accounts Payable, General Accounting/ Finance, Payroll**

- i. Responsibilities include processing transactional documents to general ledger and subsidiary systems.

- ii. Documents processed are time-sensitive and require significant compliance review in accordance with various statutory regulations.
- iii. Preferred Requirements: Associates or Bachelor's Degree and 3-5 years experience in a business office, processing documents and reconciling accounts. Excellent communication skills are required to interface with various department administrators. Familiar with mainframe financial systems, report query tools, and Microsoft office products. Assignments are generally from 3 to 9 months. Temp to hire is desired.

## **C. Facilities Management Workers**

### **1. Custodial:**

- i. Must be available to work odd shifts and fluctuating hours as required.
- ii. Custodial workers will be responsible for custodial duties required to clean and maintain areas throughout the university. Examples of some but not all duties include Use cleaning supplies, equipment, cleansers, and other agents to clean floors, furniture, walls, windows, and windowsills.  
Sweeps, mops, and buffs floors, vacuums, and shampoos rugs, clean baseboards, dusts furniture and fixtures, wash windows and blinds and empties trash.  
Strips and waxes floors, as needed.  
Cleans bathroom fixtures and stocks the bathroom with soap, toilet tissue, and paper towels.  
Collects and launders dirty linens, towels and other soiled items.

### **2. Grounds and Landscaping**

- i. Must be available to work odd shifts and fluctuating hours as required.
- ii. Grounds and landscaping workers will be responsible for typical groundskeeping duties throughout the university. Examples of some but not all duties include Perform manual labor and independently operate equipment for general landscape maintenance and/or landscape construction tasks, including turf maintenance, plant maintenance, litter control, and other duties.  
Ability to work in an outdoor environment in various weather conditions.  
Promptly report unsafe conditions or damage to campus landscape, equipment, or facilities.  
Safely operate hand, ride-on, and self-propelled equipment and tools including string trimmers, ride-on/ walk-behind mowers, blowers, rakes, golf carts, and shovels to achieve required grounds standards.

### **3. Moving Crew:**

- i. Must be available to work odd shifts and fluctuating hours as required.
- ii. Moving Crews will be responsible for typical moving duties throughout the university. Examples of some but not all duties include
  - Prepare items for transport
  - Load and unload items from one area to another
  - Physical ability to lift, load, and unload heavy items like furniture
  - Must be able to lift 50 or more pounds.

**4. Facilities Management and Maintenance:**

- i. Must be available to work odd shifts and fluctuating hours as required.
- ii. Facilities workers will be responsible for typical maintenance duties throughout the university. Examples of some but not all duties include
  - General labor, cleanup, etc.
  - Load and unload items from one area to another
  - Physical ability to lift, move, load, and unload heavy items
  - Must be able to lift 50 or more pounds.
  - Must be able to follow directions easily and serve as an assistant for a variety of projects.
  - Preference of OSHA Safety Training and Procedures.

**D. Public Safety:**

**1. Security Guards:**

- i. Must be available to work odd shifts and fluctuating hours as required.
- ii. Ability to work in an outdoor environment in various weather conditions.
- iii. Security guards will be responsible for typical security duties throughout the university, as directed by Public Safety. Examples of some but not all duties include
- iv. Secure premises and personnel by patrolling property, monitoring surveillance equipment; inspecting buildings, equipment and access points; permitting entry. Obtain help by sounding alarms. Prevent losses and damage by reporting irregularities, informing violators of policy and procedures; restraining trespassers.

**2. Crossing Guards:**

- i. Must be available to work odd shifts and fluctuating hours as required.
- ii. Ability to work in an outdoor environment in various weather conditions.
- iii. Crossing guards will be required to assist guests in safely crossing the street. Use verbal and non-verbal signals to keep the attention of pedestrians and motorist while maintaining

control of pedestrians and crosswalks, be on duty at the assigned location for the complete scheduled time, promote safety by maintaining awareness of guests, identify hazardous practices or circumstances and take action to assure the safety of guests at crossings, notify public safety of any situation encountered, which may be outside the scope of training, authority, or expertise of a crossing guard, put out and pick up traffic cones and traffic control signs at designated locations, enforce and communicate traffic and crossing safety rules; observe all appropriate safety precautions during work activities including wearing appropriate safety apparel

## **E. Event Service Staff:**

### **1. Parking Attendants:**

- i. Must be available to work odd shifts and fluctuating hours as required.
- ii. Parking attendants are assigned to positions to help direct guests to the proper parking areas and to protect the integrity of VIP parking.

### **2. Parking Supervisor -**

- i. Must be 21 years of age or older and available to work odd shifts and fluctuating hours are required for special events.
- ii. Must have knowledge of coordinating teams of parking staff and will have the following duties and responsibilities:
  - Interviewing and hiring staff
  - Ensuring appropriate staff appearance
  - Helping with special parking projects
  - Installing parking and traffic signs
  - Maintaining relevant records.

### **3. Special Usher**

- i. Must be 21 years of age or older to be able to work around alcohol and available to work odd shifts and fluctuating hours as required for special events.
- ii. Special Ushers perform the same function as an Usher but secure an area by roving through areas looking for potential problems such as alcohol, seating, or any guest-related problems.
- iii. A visual bottle check is done by the Special Ushers as guests enter the facility. After bottle check is concluded, Special Ushers become rovers in the concourse and seating areas.
- iv. All part-time event staff will serve as Alcohol Awareness Staff.

### **4. Ticket Taker**

- i. Must be available to work odd shifts and fluctuating hours as required for special events.

- ii. Ticket Takers are stationed at the entrance for guests to enter the arena/event. Responsibilities include checking for counterfeit tickets, correct event time and date, etc.

**5. Usher**

- i. Must be available to work odd shifts and fluctuating hours as required for special events.
- ii. Ushers are assigned to a specific area.
- iii. Duties include  
Checking tickets, assisting guests in locating their seats and keeping aisles clear.  
Ushers are used to ensure that only guests with tickets are allowed onto the concourse or event.  
All part-time event staff will serve as Alcohol Awareness Staff.

**6. Event Setup Crew:**

- i. Must be available to work odd shifts and fluctuating hours as required for special events.
- ii. Event Setup Crews will be responsible for typical event setup duties throughout the university. Examples of some but not all duties include  
Setting up and breaking down of tables, chairs, staging, dance floor, flipcharts, easels, blackboards and other equipment or conference materials as specified by event requirements, delivering/removing furniture, and boxes around campus, assisting with office moves and performing minor maintenance/repair associated with campus events.

**7. Stagehand/ Event Crew Specialties (CARPENTER):**

- i. Must be available to work odd shifts and fluctuating hours as required for special events.
- ii. Must have the knowledge of basic stage terminology, ability to lift 50 lbs., the ability to work standing on feet for long periods of time, ability to work in a fast-paced environment, ability to work safely around all types of equipment, ability to work with a variety of personalities in a professional manner, and good listening and communication skills.
- iii. Job duties include installing/dismantling staging, scaffolding, stairs, and decking.

**8. Stagehand / Event Crew Specialties (LIGHTING TECHNICIAN):**

- i. Must be available to work odd shifts and fluctuating hours as required for special events.
- ii. Must have knowledge of basic stage terminology, ability to lift 50 lbs., ability to work standing on feet for long periods of time, ability to work in a fast-paced environment, ability to work safely around all types of equipment, ability to work with a variety of personalities in a professional manner, and good listening and communication skills.
- iii. Job duties include installing, dismantling lighting rig and various lighting equipment (instruments, dimmers, cable).

9. **Stagehand Specialties/ Event Crew (AUDIO TECHNICIAN):**
  - i. Must be available to work odd shifts and fluctuating hours as required for special events.
  - ii. Must have knowledge of basic stage terminology, ability to lift 50 lbs., ability to work standing on feet for long periods of time, ability to work in a fast-paced environment, ability to work safely around all types of equipment, ability to work with a variety of personalities in a professional manner, and good listening and communication skills.
  - iii. Job duties include installing/dismantling audio equipment, including various speakers, control boards and cable.
10. **Stagehand Specialties/ Event Crew (VIDEO TECHNICIAN):**
  - i. Must be available to work odd shifts and fluctuating hours as required for special events.
  - ii. Must have knowledge of basic stage terminology, ability to lift 50 lbs., ability to work standing on feet for long periods of time, ability to work in a fast-paced environment, ability to work safely around all types of equipment, ability to work with a variety of personalities in a professional manner, and good listening and communication skills.
  - iii. Job duties include installing/dismantling video equipment, operating various equipment (cameras, control boards), and work as cable page.
11. **Stagehand Specialties/ Event Crew (SPOTLIGHT OPERATOR):**
  - i. Must be available to work odd shifts and fluctuating hours as required for special events.
  - ii. Must have knowledge of basic stage terminology, ability to lift 50 lbs., ability to work standing on feet for long periods of time, ability to work in a fast-paced environment, ability to work safely around all types of equipment, ability to work with a variety of personalities in a professional manner, and good listening and communication skills and communication skills.
  - iii. Job duties include operating spotlights as needed during rehearsals and performances.
12. **Stagehand Specialties/ Event Crew (LOADER):**
  - i. Must be available to work odd shifts and fluctuating hours as required for special events.
  - ii. Must have knowledge of basic stag terminology, ability to lift 50 lbs., ability to work standing on feet for long periods of time, ability to work in a fast-paced environment, ability to work safely around all types of equipment, ability to work with a variety of personalities in a professional manner, and good listening and communication skills.
  - iii. Job duties include loading/unloading trucks, equipment, etc.

## **F. IT Services**

### **1. Systems Engineer- Systems Administrator:**

- i. A system administrator is responsible for a wide range of activities related to enterprise computing systems support, such as the installation, maintenance, and support of hardware, operating systems, and application and support software.
- ii. A system administrator should additionally have both broad and detailed information technology knowledge, demonstrate excellent judgment in operational decisions, be able to work on major projects with minimal oversight and provide technical leadership and training to other staff.
- iii. Preferred Requirements: Bachelor's Degree in computer science, Information Systems, or related field, or 5 years experience in IT system administration.

### **2. Desktop Support/ Service Desk Technician**

- i. The Service Desk Technician's role is to provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance. The person will also troubleshoot problem areas (in person, by telephone, or via e-mail) in a timely and accurate fashion, and provide end-user assistance where required
- ii. Preferred requirements: Bachelor's Degree in computer science, Information Systems, or related field
- iii. Preferred Licenses(s) and Certification(s): CompTIA A+, CompTIA Network+, Apple Certified Support Professional (ACSP), Apple Certified Associate (ACA), Microsoft MCTS (Windows 7), MCITP (Windows 7), Microsoft Office MOS, VMware VCP6, VMware vSphere, HDI Desktop Support Technician; or other equivalent IT certifications.

### **3. Network Engineer- Network Technician**

- i. The role of the Network Engineer needs to be comfortable working in a small to medium enterprise size environment capable of supporting the planning, designing, installing, configuring, maintaining, and optimizing all network hardware, software, and physical transport links while ensuring minimal network downtime. The ideal candidate should have 3 to 5 years of installing and supporting various network devices including Aruba switching and wireless, Cisco Switching and wireless, Aruba Clearpass, and various firewall devices and be capable of independent work and minimal oversight. This is a full spectrum position where candidates will be expected to understand how to deploy, harden, and maintain production systems. This position is governed by state and federal laws, and agency/institution policy.

- ii. Preferred requirements: A Bachelor's degree in the field of computer science or information technology or a combination of equivalent work experience, and 3 to 5 years of experience managing a small to medium size wired and wireless network. Experience planning and designing and deploying a highly redundant network.

#### **4. Firewall Engineer**

- i. The role of the Network Engineer needs to be comfortable working in a small to medium enterprise size environment capable of supporting the planning, designing, installing, configuring, maintaining, and optimizing all network hardware, software, and physical transport links while ensuring minimal network downtime. The ideal candidate should have 3 to 5 years of installing and supporting various network devices including Aruba switching and wireless, Aruba ClearPass, 3 or more years of Next-Generation Firewall Administration, and be capable of independent work and minimal oversight. This is a full spectrum position where candidates will be expected to understand how to deploy, harden, and maintain production systems.
- ii. Preferred requirements: A Bachelor's degree in the field of computer science or information technology or a combination of equivalent work experience. Three to five years of experience managing a small to medium size wired and wireless network. Three or more years of experience using Next-Generation Firewall Administration with vendor certification(s). Experience planning and designing and deploying a highly redundant network.

#### **5. Banner Developer- Programmer Analyst:**

- i. The Programmer Analyst's role is to define, develop, test, analyze, and maintain new software applications in support of the achievement of business requirements. This includes writing, coding, testing, and analyzing software programs and applications. The Programmer Analyst will also research, design, document, and modify software specifications throughout the production life cycle.

- ii. Preferred requirements: Bachelor's Degree in computer science, Information Systems, software engineering, or related field, or 5 years' equivalent experience. Experience and proficiency in a variety of programming languages, including C, Cobol, Java, SQL, PL/SQL. Excellent understanding of coding methods and best practices. Extensive relational database and operating systems experience with Oracle RDBMS. Thorough understanding of platforms such as Linux, Windows, Mac OS. Prior experience interviewing end-users for insight on functionality, interface, problems, and/or usability issues. Hands-on experience developing test cases and test plans. Knowledge of applicable data privacy practices and laws.

#### **6. Database Administrator**

- i. The Database Administrator is responsible for the proper function and operation of the Database. Duties include but are not limited to installing and maintaining Databases for the use of the campus Workday and Banner User Community.
- ii. Preferred Requirements: Bachelor's Degree in computer science, Information Systems, software engineering, or related field, plus 3 years' database administration experience. Experience with relational database management systems, preferably Workday, Banner, Oracle, as well as SQL, PL/SQL, Perl, or PHP.