

**MERIT STAFFING
VACANCY ANNOUNCEMENT**

U.S. DEPARTMENT OF LABOR
An Equal Opportunity Employer

Position: Information Technology Specialist Series/Grade: GS-2210-14	Announcement No: ETA-04-017
	Opening Date: February 2, 2004
	Closing Date: February 6, 2004
Salary Range: \$83,334 - \$108,335 (includes locality pay of 13.43%)	Number of Vacancies: One (1)
	Bargaining Unit: Outside Bargaining Unit
Organizational/Geographic Location: Employment & Training Administration Office of Technology Customer Support Team (Help Desk)	Promotion Potential: None
	Civil Service Status Required: Yes
	Temporary Position: No-Permanent Position
	Part-time Position: No-Full-Time Position
Duty Station: Washington, DC	Area of Consideration: DOL Status Candidates Only – Washington, DC Area

Detailed application instructions and an on-line application form are available on the Employment and Training Administration, Office of Human Resources web site at URL: <http://doleta.wdsc.org/jobs>.

<p>Position Duties and Responsibilities:</p> <p>This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA), Office of Technology (OT), Division of Operations. The Office of Technology is responsible for building, maintaining and continuously improving the technology infrastructure for ETA's national and regional offices.</p> <p>The incumbent will oversee the daily activities of the Help Desk operations to include training on common office automation products, coaching, organizing, planning, and staffing operations in support of the ETA's Network.</p> <p>The incumbent's primary responsibilities will include the following:</p> <ul style="list-style-type: none"> • Leads project teams in advanced systems software/hardware efforts. • Maintains liaison with all division operations and services to keep abreast of policy and procedural changes; develops and reviews procedures for Help Desk operating/procedure manuals. • Manages information to analyze operations as well as assess the effectiveness of various policies • Plans, designs, and carries out studies and projects, and coordinates with experts both within and outside the organization. • Directs systems and operations support relative to the maintenance and enhancement of Help Desk operating systems; serve as a liaison to outside vendors of operational systems. • Analyzes and evaluates on a quantitative and qualitative basis the effectiveness of operations in meeting established goals, objectives and standards.

Qualification Requirements: (Applicants must meet qualification, legal, and regulatory requirements for the position by closing date of this vacancy announcement.)

<p>To be eligible, applicants must have at least one (1) year of specialized experience which is in or directly related to the position, such as managing Help Desk operations and procurement functions which, has equipped the applicant with the specific knowledge, skills and abilities. Specialized experience must have been equivalent to GS-13 in the Federal Service.</p> <p>Time in grade requirements must be met within 30 calendar days after the closing date of this announcement.</p>
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CONDITIONS OF EMPLOYMENT

The following statements apply if checked:

<input type="checkbox"/> Requires a security clearance	<input type="checkbox"/> Subject to frequent overtime
<input type="checkbox"/> Requires a medical examination	<input type="checkbox"/> Subject to frequent travel
<input checked="" type="checkbox"/> Subject to financial disclosure requirements	<input type="checkbox"/> Requires a valid drivers license
<input checked="" type="checkbox"/> Requires a supervisory/managerial probationary period if the requirement has not been met	<input type="checkbox"/> Subject to geographic mobility
	<input type="checkbox"/> Subject to drug test prior to appointment

METHOD OF EVALUATION

Applicants meeting the minimum qualification requirements for this position may be further evaluated against other job related factors to determine who will be referred to the selecting official. The rating and ranking of candidates to determine the best qualified will be accomplished by comparing the candidate's knowledge, skills and abilities against those of other eligible candidates for each of the evaluation factors. The most important factors will be designated by the letter (H), indicating high. These factors are essential to the successful performance of the duties of the position. The candidate's experience, training, awards and performance appraisal will be considered in the evaluation process. It is the responsibility of the applicant to provide all of the information needed by the closing date of this announcement. Current and/or past supervisors may be contacted unless specified otherwise. Applicants may be interviewed by a panel and/or the selecting official or his/her designee.

IT IS HIGHLY RECOMMENDED THAT ALL APPLICANTS ADDRESS EACH OF THE EVALUATION FACTORS LISTED BELOW. FAILURE TO ADDRESS THESE EVALUATION FACTORS MAY IMPACT YOUR FINAL RATING OR RANKING.

EVALUATION FACTORS: **Factors designated (H) are rated high.**

1. Demonstrated knowledge of management information to analyze operations as well as assess the effect of various policies. **(H)**
2. Ability to plan, organizes, coordinate, and effectively negotiate to meet management goals, objectives and deadlines while maintaining positive working relationship with team members. **(H)**
3. Skill to manage helpdesk operations in order to direct and support systems relative to maintenance and enhancement. **(H)**
4. Ability to plan, organizes, and directs team member's work to improve operations. **(H)**
5. Ability to write effectively to design and carry out studies or projects and to speak effectively in order to coordinate with experts both within and outside the organization. **(H)**

HOW TO APPLY

You may submit an Optional Application for Federal Employment (OF-612), a resume **or** any other written format, including an Standard Form (SF) 171, you choose. Certain information is needed in order to evaluate your qualifications for the job, therefore, your application **must** contain the following information:

- Vacancy announcement number, title, series, grade for the job for which you are applying
- Full legal name and mailing address
- Social Security Number (SSN)
- Country of Citizenship – **MUST BE U.S. CITIZEN**
- Veterans Preference
- Daytime and evening telephone numbers
- For experiences most relevant to the position, include name of employer, dates of employment, job title, start and end dates, a description of your duties and responsibilities and hours worked per week for each job listed.
- Title, series and grade and dates of highest Federal civilian position held
- For education, include name, city, and state of high school and colleges/universities attended as well as date of diploma or GED. Also include type and year of any degrees received and majors. If no degree, include total credits earned and indicate whether semester or quarter hours. Do not send transcripts unless checked below.
- To receive credit for relevant training, list seminar/course titles, dates, number of hours and name of the institutions from which training was received.
- Description of honors, awards, and special qualifications such as language skills, computer skills along with dates acquired, if relevant to position.
- If applying for reinstatement or transfer, attach a copy of the appropriate SF-50, Notification of Personnel Action, which confirms your status.

The following material is required if checked:

- Most recent supervisory performance appraisal or a statement with reasons why you do not have a supervisory appraisal is required for all applicants.
- SF-50, Notification of Personnel Action to confirm status
- College transcript (Required if qualifying based solely on education or a combination of education and experience.
- Other: A supplemental statement of the Evaluation Factors are desired.
- Please complete and submit the attached Applicant Background Questionnaire, OMB No. 1225-0072, with your application. Submission of this form is optional. Data collected will be used only in aggregate, to assess the effectiveness of outreach efforts. Consideration for this job will not be affected by failure to submit this form. **We will acknowledge receipt of your application, if it is accompanied with this form.**

An incomplete application package may result in your being considered ineligible.

Mail your application to, or secure forms or information from:

U.S. Department of Labor
Employment and Training Administration
Office of Human Resources
200 Constitution Avenue, NW, Room N-4656
Washington, DC 20210

Attn: Shelley DeCrane
Commercial: (202) 693-3922
Fax: (202) 693-3734
TTY: (202) 693-3924

To receive consideration for this opportunity, your complete application must be in the Office of Human Resources by the closing date of this announcement.

The area of consideration is limited to DOL Status Candidates Only – Washington, DC Area.

ADDITIONAL INFORMATION TO APPLICANTS

All qualified candidates will receive consideration for this position without regard to race, color, religion, sex, age, national origin, disability, political affiliation, labor organization affiliation, marital status, sexual orientation, or other non-merit factors.

The Department of Labor welcomes and encourages applications from persons with physical and mental disabilities and will reasonably accommodate the needs of those persons.

- Use of postage paid government agency envelopes to file job applications is a violation of Federal law and regulation.
- If the position is announced with promotion potential, the incumbent may be promoted without further competition upon meeting all legal regulatory requirements. However, promotion is not guaranteed and no promise is implied.
- Travel and relocation costs will be paid for employees of the Department for promotion. Other moves are payable if relocation is determined to be in the best interest of the government.
- Selection for this position may be made as a result of this announcement or by any other appropriate means including reassignment, reinstatement, new appointment, transfer or change to lower grade.

U.S. DEPARTMENT OF LABOR APPLICANT BACKGROUND QUESTIONNAIRE

OMB No. 1225-0072
APPROVED (Exp. 4-30-2002)

FORM

The U.S. Department of Labor is requesting your completion of this form to assist the agency in evaluating and improving its efforts to publicize job openings and to encourage applications for employment from a diverse group of qualified candidates, including minorities and persons with disabilities. The Department will use the data you supply to determine how many applicants are from different groups and how many of these applicants are qualified for the job in question. The Department will then assess the effectiveness of specific outreach efforts and means of communicating information on job vacancies in light of this information.

EFFECTS OF NONDISCLOSURE: Providing the information requested on this form is voluntary. This information will have no effect on hiring decisions.

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number.

Information provided on this form will be used for program evaluation. Personal identifying information will not be included in the tabulation of data in the DOL database.

The public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to the U.S. Department of Labor, Human Resource Services Center, FFB, Washington, D.C. 20210; and the Office of Management and Budget, Paperwork Reduction Project, Washington, D.C. 20503.

Solicitation of this information is in accordance with 5 CFR Section 720, A Federal Equal Opportunity Recruitment Program@ (FEORP).

PLEASE COMPLETE THE FOLLOWING:

Name:

Do you have a Disability? Yes No

If You checked Yes above, is your disability one of the targeted disabilities

below? Yes No

- Blind
- Deaf
- Missing Extremity(s)
- Partial Paralysis
- Complete Paralysis
- Convulsive Disorder
- Mental Retardation
- Mental Illness
- Genetic or physical condition affecting limbs or spine

Sex: Male Female

Title, Grade, and Announcement Number Of Position for which applying:

ETHNIC SELF-IDENTIFICATION

Are you Hispanic, Latino, or of Spanish Origin? (Definition: A person of Cuban, Mexican, Puerto Rican, South or Central American, or other

Spanish culture or origin, regardless of race.) Yes No

RACE SELF-IDENTIFICATION

Please read the descriptions, then mark one or more races to indicate what you consider yourself to be.

- American Indian or Alaska Native --- A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
- Asian --- A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- Black or African American --- A person having origins in any of the black racial groups of Africa.
- Native Hawaiian or --- A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- Other Pacific Islander
- White --- A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

SOURCE OF INFORMATION ABOUT THIS VACANCY: (Check all that apply)

- 1. Magazine
- 2. Newspaper
- 3. Radio/Television Broadcast
- 4. Agency Personnel Office
- 5. State Employment Office
- 6. Government Recruitment at School
- 7. Federal, State, or Local Job Info. Center
- 8. Friend or Relative Working for the Agency
- 9. Internet
- 10. Federal/DOL Jobsline
- 11. Other