

**MERIT STAFFING
VACANCY ANNOUNCEMENT**

**U.S. DEPARTMENT OF LABOR
An Equal Opportunity Employer**

Position: Information Technology Specialist Series/Grade: GS-2210-12	Announcement No: ETA-04-105
	Opening Date: July 26, 2004
	Closing Date: August 4, 2004
Salary Range: \$58,189 - \$75,643	Number of Vacancies: 1
	Bargaining Unit: Inside – Local 12
Organizational/Geographic Location: Employment & Training Administration Office of Technology Customer Support Team (Help Desk)	Promotion Potential: No
	Civil Service Status Required: Yes
	Temporary Position: No - Permanent
	Part-time Position: No – Full-Time
Duty Station: Washington, DC	Area of Consideration: DOL Status Candidates – 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://www.doleta.gov/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), Customer Service Team (Help Desk). 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's primary responsibilities will include the following:</p> <p>Assists the Help Desk Team Lead in managing the daily activities of the Help Desk to include coaching, organizing, planning, and staffing operations.</p> <p>Oversees the notebook computer inventory. Keeps track and maintains records of notebook computers purchased. Installs, upgrades, tests, and maintains the computers and software and makes sure the equipment is in compliance with IT procedures and security policies.</p> <p>Manages the notebook computer loaner program. Develops procedures, designs, and maintains record keeping system. Assures that standard software configuration is maintained on all returned computers.</p> <p>Analyzes and evaluates the effectiveness of operations in meeting established goals, objectives, and standards of ETA's Help Desk.</p> <p>Performs a wide range of system and/or network administration functions. Consults with users on a broad range of difficult programming and data processing problems to determine optimum solutions. Responds to and resolves problems and questions involving the interactions between different hardware and software systems.</p>
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Qualification Requirements: (Applicants must meet qualification, legal, and regulatory requirements for the position by closing date of this vacancy announcement.)

Applicants must have one year (52 weeks) of specialized experience equivalent to the GS-11 in the Federal service. Specialized experience is experience in or directly related to the line of work of the position to be filled and which has equipped the applicant with the particular knowledge, skills and abilities to successfully perform the duties of the position to be filled such as performing a wide range of system and/or network administration functions.

Applicants must also meet time-in-grade requirements by the closing date of this announcement.

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 type="checkbox"/> Subject to financial disclosure requirements	<input type="checkbox"/> Requires a valid drivers license
<input 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. Knowledge of computer systems, software, and access methods to perform a wide range of system and/or network administration functions. (High)
2. Ability to plan and deliver customer support services to consult with users on a broad range of difficult programming and data processing problems to determine optimum solutions. (High)
3. Ability to communicate effectively verbally and in writing to respond to and resolve problems and questions involving the interactions between different hardware and software systems. (High)
4. Ability to apply information technology solutions to improve or facilitate an organization's programs and operations. (High)
5. Knowledge of the principles, methods and techniques of IT project planning, management, monitoring and evaluation to monitor and optimize system/network performance and monitors network security. (High)

HOW TO APPLY

You may submit an Optional Application for Federal Employment (OF-612), a resume **or** any other written format, including a 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.

<p>The following material is required if checked:</p> <p><input checked="" type="checkbox"/> -- Most recent supervisory performance appraisal.</p> <p><input type="checkbox"/> -- College transcript, if qualifying on education.</p> <p><input checked="" type="checkbox"/> -- Copy of SF-50 to confirm status.</p>	<p><i>Mail your application to, or secure forms or information from:</i></p> <p>U.S. Department of Labor Employment and Training Administration Office of Human Resources 200 Constitution Avenue, NW, Room N-4656 Washington, DC 20210</p> <p>Attn: Kimberly Coleman Commercial: (202) 693-3922 Fax: (202) 693-3734 TTY: (202) 693-3924</p> <p>The area of consideration for this position has been limited to DOL Status Candidates Washington, DC.</p> <p>This position is Inside of the Bargaining Unit – Local 12.</p> <p>An incomplete application package may result in your being considered ineligible. To receive consideration for this opportunity, your complete application <u>must be in the Office of Human Resources or be postmarked by the closing date of this announcement.</u></p>
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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.