

INFORMATION TECHNOLOGY SPECIALIST
GS-2210-12

I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). This full-performance level position is responsible for a wide range of computer programming, analysis, network, and/or equipment assignments.

II. MAJOR DUTIES AND RESPONSIBILITIES

Conducts feasibility studies and recommends course of action. Participates in most phases of projects, from advising on specification requirements and limitations to helping project managers define the problem or need. May assist in designing business processes with an IT perspective.

The incumbent reviews requirements of projects to determine objectives of the program, concepts, nature of the unprocessed data, and processes required in support of the IT effort in order to organize work processes and problems for computer solution.

Oversees the creation of general utility routines and systems and independently develops the more complex routines and detailed sequences of internal program logic by coding, testing, and debugging. Designs and maintains record keeping system as necessary. Documents all programs and systems.

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Performs a wide range of system and/or network administration functions. Installs, upgrades, and maintains operating systems and other software. Resolves system and network problems. Installs and integrates new equipment into the computing environment. Monitors and optimizes system/network performance and monitors network security, as required.

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.

The incumbent participates in procurement and the evaluation of competing systems, as required.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position FL 1-7 1250 pts.

Knowledge of agency ADP standards, policies, and established system design approaches and knowledge of the subject-matter work processes and terminology in the assigned area.

Skill in modifying and adapting precedent system approaches to meet specialized requirements of new projects, and skill in coordinating the efforts of a team.

Knowledge of a wide range of IT techniques, requirements, methods, and procedures including approaches used by other agencies to design solutions for application requirements.

Factor 2 - Supervisory Controls FL 2-4 450 pts.

The supervisor provides general direction, setting overall objectives, and identifying available resources. The supervisor, in consultation with the incumbent, determines timeframes and possible shifts in staff. The incumbent independently plans and performs assignments, resolving most conflicts that may arise. Completed work is reviewed for feasibility, compatibility with other work, and effectiveness in achieving expected results. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 - Guidelines FL 3-4 450 pts.

Guidelines consist of agency ADP policies, standards, precedents, technical manuals, and literature. The incumbent uses considerable judgment in relating technical developments or requirements to specific activities or projects.

Factor 4 - Complexity FL 4-4 225 pts.

The work involves design of new and/or modification of existing systems within the constraints imposed by costs and subject-matter/sponsor specifications. The incumbent analyzes the existing and previous systems, as well as current and projected IT system capabilities, in developing numerous options and alternative systems.

Factor 5 - Scope and Effect FL 5-4 225 pts.

The work involves investigating and analyzing a variety of unusual problems, questions, or conditions associated with a particular applications or specialty area; formulation of projects or studies such as those to substantially alter major systems; or establishment of criteria in an assigned applications or specialty area. The work affects operation of application systems used in the operating unit.

Factor 6/7 - Personal Contacts/Purpose of Contacts Level 3.c. 180 pts.

Contacts are with users and computer and subject-matter specialists within the agency and with sponsors, vendors, and user representatives from outside the agency.

Contacts are to exchange technical information, coordinate and advise on work efforts, and resolve problems. Persuasion is required to gain consideration of new methods from representatives of sponsoring divisions.

Factor 8 - Physical Demands FL 8-1 5 pts.

The work is sedentary, requiring no special physical demands; however, the incumbent may occasionally lift or rearrange computer hardware or peripheral equipment.

Factor 9 - Work Environment

FL 9-1

5 pts.

The work is performed in a typical office setting. Occasional travel by any means of government or public transportation may be required.

TOTAL = 2790 pts.

IV. UNIQUE POSITION REQUIREMENTS

___ The principal responsibilities of the incumbent involve serving as a systems monitor or operations trouble-shooter when this involves devising recovery plans for system failure situations. The plans include developing and/or using utility programs to isolate causes of problems between hardware, system software, and applications programs; enhancing the ability to detect damaged or lost files; optimizing disk management; measuring system performance; controlling system security; and/or extending operating system capabilities to support local requirements.

___ The principal responsibilities of the incumbent involve providing recommendations to project leaders on system interrelationships that must be considered in producing the output desired (*e.g.*, pilot information or control signals to ordnance) B designing subsystem information flow; developing processing logic; specifying data to be extracted for performance tests; and overseeing implementation of programming specifications by monitoring program design, coding, and debugging performed by contractors.

___ The principal responsibilities of the incumbent involve performing studies and recommending a course of action on proposed projects such as whether it would be cost effective to modify a sizable automated record keeping system to produce various additional products and reports, considering aspects such as: the success of various approaches in comparable projects at other activities; the impact on ADP staff resources; the advice of equipment analysts and systems programmers on topics affecting their specialties; and the possible conflicts or beneficial relationships with other systems.

___ The principal responsibilities of the incumbent involve developing programming specifications for subsystems of embedded IT applications or special purpose computers, studying characteristics such as: equipment configurations; interaction of various subsystems (*e.g.*, navigation, tactical, ordnance, acoustic sensor, and communications); timing constraints; and proposed human/machine interactions.

___ The principal responsibilities of the incumbent involve reviewing and selecting equipment and software; assisting in set-up, test, and training for subject-matter specialists and support personnel; providing for passwords or other security controls, data base development and management, and the ability to expand systems; reviewing, testing, and selecting from

commercially available software or assisting end users with selections; resolving equipment and software compatibility questions; and resolving questions concerning telecommunications protocols, modems, front end processor/controller, and other interface questions.

___ The principal responsibilities of the incumbent involve evaluating the effectiveness of systems, devices, procedures, and methods used to safeguard classified, privacy, and other sensitive data in computer accessible media; performing security inspections and preparing reports which include findings and recommendations for correction of deficiencies; and reviewing or designing system software routines to provide an audit trail of activity against sensitive data files or insure that access to data through remote terminals is properly controlled.