

INFORMATION TECHNOLOGY SPECIALIST  
GS-2210-13

I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). It is established to analyze/perform work necessary to plan, design, develop, acquire, document, test, implement, integrate, maintain, or modify systems for solving problems or accomplishing work processes by using computers.

II. MAJOR DUTIES AND RESPONSIBILITIES

Duties include a mix of the following depending on the employee's area of specialization:

Analyzes and evaluates work concerned with integrated systems of computer programs and/or IT equipment.

Applies available technologies and basic management principles to adapt IT methods to a variety of subject matter situations.

Supports subject matter users by developing or designing applications for IT and/or in selecting, or assisting in selecting IT equipment and/or supporting services.

Oversees/performs equipment installation or relocation, testing and acceptance processes.

Responds to and resolves problems with software, hardware and systems management.

Integrates and maintains hardware, software, and/or IT related services to provide an integrated information system.

May evaluate vendor or employee developed software to assure that it will provide the desired results and operate properly on assigned equipment systems.

Customizes Commercial Off the Shelf (COTS) software to the Agency/Regional computing environment.

Participates in developing Agency Information Technology (IT) investment plans and IT strategic plans. Maintains, develops and designs applications and systems in support of strategic objectives.

Develops, implements and manages computer security initiatives.

III. FACTOR LEVELS

Factor 1 -- Knowledge Required by the Position FL 1-8 1550 pts.

Knowledge of a wide range of computer techniques, requirements, methods, sources and procedures.

Mastery of a specialty area (*e.g.*, applications system design, data base management, IT equipment analysis, system software design), OR comprehensive knowledge of Federal ADP (*i.e.*, the incumbent functions as a technical expert in either a specialty area or as a general data processing expert covering a wide range of technology and applications).

Ability to perform a key role in very difficult assignments (*e.g.*, planning advanced system projects; leading task forces for resolving critical problems in existing systems which require innovative solutions in many aspects of the project; advising top ADP and user management on new developments and advanced techniques in the specialty area; planning, organizing, and directing studies to develop long range B 5 to 10 year -- ADP forecasts and recommendations; evaluating overall plans for major ADP projects; and/ or coordinating development of ADP standards, guidelines, or policy).

Knowledge of system software and systems development life cycles, including systems documentation, design development, configuration management, cost analysis, data administration, systems integration, and testing.

Skill in modifying and adapting precedent solutions to unique or specialized requirements.

Skill in applying agency policies and data processing standards and knowledge of technical data to evaluate alternate approaches to problem solutions.

Skill in relating considerations or facets of the work to the overall project.

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

The employee is responsible for planning and carrying out projects and analyses of the organization's requirements. This involves interpretation of policies, procedures, and regulations in accord with mission objectives. The employee informs the supervisor of potentially controversial matters. Completed work is reviewed by the supervisor from an overall standpoint for compatibility with other work/effectiveness in meeting requirements. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 B Guidelines FL 3-5 650 pts.

Guidelines consist of general agency policy, broadly stated technical objectives, or comparable guidance requiring extensive interpretation and definition. The employee must use judgment to interpret overall objectives, isolate areas that need study and devise/plan projects to accomplish objectives. The employee has expert status within the Office of Technology and to users

throughout ETA.

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.

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

Contacts are with ETA employees, vendors, IT personnel with other agencies, professional association representatives, contractors, etc. The purpose of contacts is to influence others to utilize particular technical methods and procedures or to persuade others to cooperate in meeting objectives when (in either case) there are problems in securing cooperation.

Factor 8 B Physical Demand FL 8-1 5 pts.

No unusual physical exertion is required; however, the incumbent may occasionally lift or rearrange IT hardware or peripheral equipment.

Factor 9 B Work Environment FL 9-1 5 pts.

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

TOTAL = 3290 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 user 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 computer 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.