

INFORMATION TECHNOLOGY SPECIALIST
GS-2210-14

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

Leads task forces/project teams in advanced systems software/hardware project efforts. Functions/acts as a technical authority in all assignments. Analyzes and evaluates work concerned with integrated systems of IT 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 computers and/or in selecting, or assisting in selecting computer equipment.

Oversees/performs equipment installation or relocation, testing and acceptance processes. Responds to and resolves problems with software, hardware and systems management. Integrates several 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.

Supervises staff 25% or less of the time. Monitors work assigned to subordinates

III. FACTOR LEVELS

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

Knowledge at a level to serve as an expert in a specialty area (*e.g.*, applications system design, IT equipment analysis, etc.) or of general data processing covering a wide range of technology and applications; or comprehensive knowledge of Federal ADP policy.

Ability to plan advanced systems projects or resolve critical problems in existing systems which require innovative solutions. Ability to advise top management on new developments and advanced techniques.

Ability to plan/organize/direct studies to develop long-range forecasts and recommendations.

Ability to coordinate development of ADP standards, guidelines, or policy. Skill to plan, organize, and direct team study work and to negotiate effectively with management to accept and

implement recommendations.

Factor 2 -- Supervisory Controls

FL 2-5

650 pts.

The incumbent is subject only to administrative direction, with assignments given in terms of broadly defined missions or functions. The incumbent plans, designs, and carries out studies or projects, coordinating with experts both within and outside the organization.

Recommendations are usually accepted without change, and are reviewed in terms of program goals and objectives and national priorities. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 -- 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 incumbent must use judgment to interpret overall objectives, isolate areas that need study and devise/plan projects to accomplish objectives. The incumbent has expert status throughout the organization.

Factor 4 -- Complexity

FL 4-5

325 pts.

The work consists of various projects/studies which call for significant departures from established practice. Decisions are complicated by the novel or obscure nature of the problems and/or special requirements for organization and coordination. Technical difficulty is exceptional (*i.e.*, developing major items of system software where numerous conditions/options must be considered or developing specifications for a major segment of a new, unprecedented application system).

Factor 5 -- Scope and Effect

FL 5-5

325 pts.

The work involves isolating and defining issues or conditions, resolving critical problems in organization-wide systems, or developing new approaches and techniques for use by others. Advice, guidance, or results of the work affect development of major aspects of administrative or scientific efforts throughout the organization.

Factors 6/7 -- Personal Contacts/Purpose of Contacts

Level 3.c.

180 pts.

Contacts are with ETA and DOL employees, vendors, computer personnel with other agencies, professional association representatives, 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 -- Physical Demands

FL 8-1

5 pts.

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

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

TOTAL = 3690 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 serving as project leader and providing recommendations to subject matter users or team members 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 initiating and 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; overseeing or preparing 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.

 X Serves as a CSRA supervisor supervising a team of employees less than 25% of the time. Assigns and reviews work of subordinates to ensure completeness, sound judgement, and compliance with established policies, practices and procedures of the Department and in conformance with negotiated contracts. Monitors work assigned to subordinates. Approves promotions, reassignments, and other personnel actions; develops position descriptions, approves or disapproves leave; makes selections for vacancies; develops performance standards and appraises employees on their performance; provides on-the-job formal training opportunities. Ensures that employees work in a safe environment, and that employees receive equitable opportunities in accord with the EEO program.