

V a c a n c y A n n o u n c e m e n t

**POSITION:** IT Specialist (Customer Support), GS-2210-7/9/11

**NUMBER OF VACANCIES:** 1 full-time position

**TYPE OF APPOINTMENT:** Temporary, not to exceed 1 year and 1 day.

**POSITION DESCRIPTION:** GS-7: 31889; GS-9: 31888, GS-11: 31887

**SALARY RANGE:** GS-7: \$40,258 to \$52,335; GS-9: \$47,421 to \$61,649; GS-11: \$52,963 to \$68,850 per annum

**NOTE 1:** Applicants without prior federal service will be appointed at step one of the grade.

**NOTE 2:** This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

**NOTE 3:** This is a developmental position. If selected below the target level, employee may be promoted without further competition upon satisfactory completion of qualification and eligibility requirements.

**NOTE 4:** Appointment to positions at this facility requires completion of a background investigation. Candidates selected must complete the investigation request, and will be fingerprinted prior to appointment.

**NOTE 5:** This is a Bargaining Unit position.

**LOCATION:** This position is located in the Technology & Information Management Division, Portland OR Division, however, it may be necessary to utilize the selected person's services at a different Medical Center location if conditions require it in the future.

**TOUR OF DUTY:** This position is 8:00am to 4:30pm, M-F. The work conditions may require a change of duty.

**AREA OF CONSIDERATION:** Any US citizen

**Displaced/Surplus Federal Employees:** Employees covered under the provision of the inter-agency Career Transition Plan (ICTAP) and Career Transition assistance Plan (CTAP) (displaced VA Employees) eligibles will be given priority consideration for vacancies within the **local commuting area** for which they are well qualified. Applicants requesting this consideration must attach appropriate proof of the ICTAP eligibility with their application.

**DUTIES:** The complete description may be reviewed in the Human Resources Management Division. The following duties and responsibilities are taken from the position description and are considered to be a brief extract. The incumbent coordinates the annual Automated Data Processing (ADP) needs assessment for the medical center. As the ADP Projects Manager for the Portland VAMC, the incumbent fulfills a broad range of technical duties associated with the deployment of information management technology. While managing complex projects, coordinates with users and other support organizations, ensuring timeliness of completion. The incumbent is responsible for designing, implementing and maintaining operational procedures for requesting, funding, and installing new data systems at the user level. The incumbent is responsible for keeping abreast of CIO, HQ, VISN, Southern Alliance and local plans for implementation, testing and support of new desktop computer configurations, and applications, voice/data communications systems including, but not limited to, client servers, printers, bridges, routers, communications equipment and other hardware into the network as needed to maintain performance and to ensure connectivity within the Portland VAMC, associated medical centers, the intranet, and the internet. Develops, revises or reviews specifications for new or upgraded telecommunications systems or components. Researches new products and technologies which address users Workstation needs within the Portland VAMC and Southern Alliance.

**QUALIFICATION REQUIREMENTS:**

**Eligibility:** U.S. Office of Personnel Management Qualification Standards Handbook for GS-2210 series applies and may be reviewed in the Human Resources Management Service office. Regulatory requirements such as "time-in-grade" and "time after competitive appointment are applicable.

**Specialized Experience:** **GS-7:** 1 year equivalent to at least GS-5. Experience in the performance of tasks such as: Translating detailed logical steps developed by others into language codes that computers accept where this required understanding of procedures and limitations appropriate to use of a programming language. Interviewing subject-matter personnel to get facts regarding work processes, and synthesizing the resulting data into charts showing information flow. Operating computer consoles where this involved choosing from among various procedures in responding to machine commands or unscheduled halts. Scheduling the sequence of programs to be processed by computers where alternatives had to be weighed with a view to production efficiency. Preparing documentation on cost/benefit studies where this involved summarizing the material and organizing it in a logical fashion. Such skills are typically gained in the computer field or through performance of work where the primary concern was the subject matter of the computer application (e.g., supply, personnel, and chemical process control), and computer-related efforts were required to facilitate the basic duties. Also, work in management analysis, program analysis, or a comparable field may have provided such skills. (Such experience may also have been obtained by applicants for GS-9 and GS-11 positions in this field.) **GS-9:** 1 year equivalent to at least GS-7. Experience that demonstrated knowledge of computer requirements and techniques in carrying out project assignments consisting of several related tasks, such as typically is the case in development of minor modifications to parts of a system on the basis of detailed specifications provided. The assignments must have shown completion of the following, or the equivalent: Analysis of the interrelationships of pertinent components of the system; Planning the sequence of actions necessary to accomplish the assignment; and Personal responsibility for at least a segment of the overall project. **For GS-11:** 1 year equivalent to at least GS-9. Experience that demonstrated accomplishment of computer project assignments that required a range of knowledge of computer requirements and techniques. For example, assignments would show, on the basis of general design criteria provided, experience in developing modifications to parts of a system that required significant revisions in the logic or techniques used in the original development. Accomplishments, in addition to those noted for the GS-9 level, normally involve the following, or the equivalent: Knowledge of the customary approaches, techniques, and requirements appropriate to an assigned computer applications area or computer specialty area in an organization; Planning the sequence of actions necessary to accomplish the assignment where this entailed coordination with others outside the organizational unit and development of project controls; and Adaptation of guidelines or precedents to the needs of the assignment.

\* AMENDED \*

**Substitution of Education for Experience:** Major study – computer science, information science, information systems management, mathematics, statistics, operations research, engineering, or course work which required the development or adaptation of computer programs and systems and provided knowledge equivalent to a major in the computer field. **GS-7:** One (1) full academic year of graduate level education or law school or superior academic achievement. **GS-9:** Master's or equivalent graduate degree or 2 years of progressively higher level graduate education leading to such a degree of LL.B or JD, if related. **GS-11:** Ph.D. or equivalent doctoral degree or 3 full years of progressively higher level graduate education leading to such a degree or LL.M., if related.

**Rating Factors:** *On a separate sheet of paper, provide a written, detailed response to each of the RATING FACTORS. Failure to respond to rating factors will result in applicant not being referred for the position:* **1.** Knowledge of a wide range of computer applications, systems, methods, and procedures to perform a variety of assignments in the associated specialty area. **2.** Knowledge of system software and systems development life cycles (including system documentation, design development, configuration management, cost analysis, data administration, systems integration, and/or testing) to analyze the hardware and/or software requirements of a computer system and determining the best development and/or programming approach. **3.** Knowledge of and experience in running the Project Management Process. Familiarity with Project Management Software (preferably MS Project) and using it to manage "Master" project files. **4.** Knowledge of technical system design, data management and/or maintenance principles and techniques, web technology and services to evaluate alternative approaches in recommending solutions to problems such as database management, computer system update, LAN administration problems or web services. **5.** Ability to handle inter-personal conflicts. **6.** Ability to communicate clearly – both written and verbally. **7.** Ability to form, lead and motivate a cross-functional team.

**Well Qualified (CTAP/ICTAP):** A well-qualified candidate is defined as one who meets the qualification and eligibility requirements for the position, including all educational/experience and selective factors (when applicable), and is able to satisfactorily perform the duties of the position upon entry.

**EQUAL EMPLOYMENT OPPORTUNITY:** All qualified applicants will receive equal consideration without regard to race, religion, color, national origin, sex, politics, marital status, non-disqualifying physical or mental handicap, age or membership or non-membership in a labor organization.

**HOW TO APPLY:** You may submit OF 612 (Optional Application for Federal Employment), a resume, or other written format (i.e., SF-171). **(REQUIRED)** If your resume or application does not provide all the information requested on the OF 612 and this vacancy announcement, you may lose consideration for the position. In addition, the following forms must be completed/provided and returned to Human Resources Management Service by the closing date:

- a. OF-306, "Declaration for Federal Employment. **(REQUIRED)**
- b. SF 50, "Notification of Personnel Action" (for proof of civilian Federal status). (if applicable)
- c. DD-214, "Certificate of Release or Discharge from Active Duty" (if claiming veterans preference and/or VRA eligibility).
- d. SF-15, "Application for 10-point Veteran Preference" (with required documentation for proof). (if applicable)
- e. On a separate sheet of paper, provide a written, detailed response to each of the **RATING FACTORS** listed in the paragraph above. **(REQUIRED)**
- f. Appropriate proof of ITCAP eligibility. (if applicable)

**HOW TO OBTAIN FORMS:**

Forms are available online at [www.portland.med.va.gov/hr](http://www.portland.med.va.gov/hr)

**In Portland:**

VA Medical Center  
Human Resources Management Division  
3710 SW US Veterans Hospital Road, (Bldg. 100, Room 6C-12)  
Portland, OR 97239. Phone # (503) 273-5236

**If Mailing:**

VA Medical Center,  
Human Resources Management Division (P4HRMS)  
P.O. Box 1034  
Portland, OR 97207

**Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications. Applications must be received in Human Resources Management Division in the Portland office as listed above, no later than 4:30 p.m. on the closing date of the vacancy announcement. Applications will not be returned to applicants. For additional information you may contact Personnel (503) 273-5236.**

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