

**POSITION DESCRIPTION  
ITSPEC, GS-2210-11**

SETID	HUD01	JOB CODE	HQ0018	DATE	09/01/2005	OPM CERT #			
PAY PLAN	GS	SERIES	2210	GRADE	11	PAY BASIS	Pcr Annum	FUNC CLASS	NA
WORK TITLE	IT SPECIALIST								
SPVY LEVEL	Other	POSITION SENSITIVITY	NCrit Sens	LEO POSITION	N/A	MEDICAL CHECK REQ.	No	BUS CODE	0015
FLSA	Excmpt	PATCOB	Admin	EXECUTIVE DISCLOSURE	No	EMPL/FIN INTEREST	No	FUND SOURCE	Approp Fnd
CLASSIFIER	Dianne Wilkins								
CLASS STANDARD	OPM JFS FOR ADMIN WORK IN INFORMATION TECHNOLOGY GROUP, GS-2200, MAY 2001								
DATE CLASSIFIED	09/01/2005								

**MAJOR DUTIES**

Provides consultation on all aspects of the Information Technology (IT) program including: standardization of the LAN configuration; monitoring of technical support and service provided on hardware; software; cable-plant and data-line problems; development of software programs for local and enterprise systems; implementation of national standards; coordination of all Office renovations affecting information technology equipment to ensure all needed communications are available, and coordination with senior Field Office management areas to ensure that information technology services meet program requirements.

Consults with senior Field Office staff on data availability for specific information needs including customized extract reports for program staff.

Ensures national standards regarding security administration, user registration, facilities, Continuity of Operating Planning (COOP) and business resumption plans for reporting offices, coordination of the Computer Emergency Response Team functions, and use of the Field IT Procedures Guide are implemented within the ASC jurisdiction.

Responsible for monitoring the LAN configuration to ensure it meets the Departmental standards, and monitoring its use to both ensure compliance with these specifications and ensure a high performance level within the Regional jurisdiction.

Applies IT security principles and methods sufficient to develop long range plans for IT security systems that identify violations and recommend corrective actions and provide input in drafting information systems security documentation (e.g., disaster recovery plans and business continuity plans.

Develops mechanisms for evaluating the quality of IT services provided to clients, and continually evaluates the feedback to ensure IT functions are being operated in a manner consistent with the policies and goals of the OCIO. Based on an evaluation of feedback, makes appropriate adjustments in procedures, or recommends policy changes needed to improve the services provided to clients.

**Factor 1 Knowledge Required by the Position FL 1-7**

Knowledge of, and skill in applying IT problem management methods and practices; and new and innovative customer support methods and technologies sufficient to plan, implement, and manage problem management systems designed to effectively recognize, report, track, and resolve problems; and evaluate the feasibility of adapting new methods to enhance customer satisfaction.

Knowledge of, and skill in planning and conducting studies, compiling factual evidence, analyzing data, applying analytical techniques, developing recommendations, writing reports, making oral presentations, implementing recommendations, and maintaining client relations.

Knowledge of, and skill in applying provide advice, guidance, and recommendations to management and

other technical specialists on critical IT issues.

Knowledge of, and skill in applying a wide variety of applications, operating systems, protocols, and equipment used in customer organizations sufficient to provide and assistance to customers.

Factor 2 Supervisory Controls FL 2-4

The supervisor or project leader assigns overall objectives and priorities, and in consultation with the employee, determines the timeframes and resource requirements.

The employee, with a minimum of supervision or instruction, plans and carries out assignments, coordinates work with others, determines the approach and methodology to be used, and keeps the supervisor or project leader advised of potentially controversial problems encountered.

Completed work is reviewed for compliance with policy and effectiveness in meeting user requirements, accuracy of estimated timeframes, and achievement of harmonious relationships in coordinating the project with operating and management personnel throughout the Department. Supervisor accepts work as technically authoritative.

Factor 3 Guidelines FL 3-3

Formal Agency policies and precedents provide guidance which is general in nature with little direct application for accomplishing tasks. Employee must be able to deviate from traditional methods, applying creative and more efficient solutions and new technology to improve the existing office systems and to consolidate and introduce more advanced and efficient office systems and equipment.

Factor 4 Complexity FL 4-4

Work consists of a variety of duties requiring the application of many different and unrelated processes and methods to a broad range of IT activities or to the in-depth analysis of IT issues. The employee makes decisions that involve major uncertainties with regard to the most effective approach or methodology to be applied. These changes typically result from continuing changes in customer business requirements or rapidly evolving technology. The employee evaluates the impact of technological change and/or conceives of solutions to highly complex technical issues.

Projects involve developing and implementing Departmental objectives, policy, plans, and procedures for the acquisition and use of advanced office automation systems. The employee must assist in these projects, analyzing a wide variety of complex existing or proposed information management and office systems, conducting feasibility and cost benefit analysis of such systems. These projects are usually of such scope as to have little precedence within the Department. They involve "State of Art" microcomputer technology and the use of advanced office equipment and systems.

Factor 5 Scope and Effect FL 5-3

The work involves establishing criteria, formulating projects, assessing program effectiveness and or investigating analyzing a variety of unusual conditions, problems, or issues. Work affects a wide range of agency activities or the activities of other organizations.

The Lead IT Specialist directs segments of a highly technical and complex administrative program that involves development of major aspects of a key agency administrative program. The work of the Information Technology Division impacts the Department's programs and operations and facilitates HUD's accomplishment of its primary missions, including Headquarters elements and program elements serviced nationwide.

Factor 6 Personal Contacts FL 6-3

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The employee's work involves contacts with personnel from user management, Field Offices, contractor managers and technical staff, system software hardware experts inside and outside the Department, and hardware software vendor representatives, and representatives of professional associations.

**Factor 7 Purpose of Contacts FL 7-3**

The purpose of the incumbent's contacts is to justify, defend, or negotiate in representing the project, program segment(s), or organization unit directed, in obtaining or committing resources, and in gaining compliance with established policies, regulations, or contracts. Contacts at this level usually involve active participation in conferences, meetings, hearings, or presentations involving problems or issues of considerably consequence or importance to the program or program segment(s) managed.

**Factor 8 Physical Demands FL 8-1**

The work is sedentary. No special physical demands are required to perform the work.

**Factor 9 Work Environment FL 9-1**

The work is performed in a typical office setting.

**JOB COMPETENCIES** (The full range of competencies for the occupational series is provided for information and development purposes; not every competency displayed is required at the individual position level.)

**EVALUATION STATEMENT**

1-7	1250
2-4	450
3-3	275
4-4	225
5-3	150
6-3	60
7-3	120
8-1	5
9-1	5

Total 2540 = GS-11 (2355 - 2750)