

**POSITION DESCRIPTION**  
**ITSPEC, GS-2210-09**

SETID	HUD01	JOB CODE	HQ0017	DATE	08/31/2005	OPM CERT #			
PAY PLAN	GS	SERIES	2210	GRADE	09	PAY BASIS	Per Annum	FUNC CLASS	NA
WORK TITLE	IT SPECIALIST								
SPVY LEVEL	Other	POSITION SENSITIVITY	NCrit Scns	LEO POSITION	N/A	MEDICAL CHECK REQ.	No	BUS CODE	0015
FLSA	Exempt	PATCOB	Admin	EXECUTIVE DISCLOSURE	No	EMPL/FIN INTEREST	No	FUND SOURCE	Approp Fnd
CLASSIFIER	Diann Wilkins								
CLASS STANDARD									
DATE CLASSIFIED	08/31/2005								

**MAJOR DUTIES**

Provides assistance 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.

Works 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 general knowledge of 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 1-6**

Knowledge of, and skill in applying customer support principles and methods, systems installation in customer organizations, and knowledge-based applications sufficient to participate in the planning and delivery of a full range of customer support services to the organization.

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 training methods sufficient to present formal and informal training and assistance to customers.

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 2-3

The supervisor outlines or discusses possible problem areas and defines objectives, plans, priorities, and deadlines. Assignments have clear precedents requiring successive steps in planning and execution. The employee adheres to instructions, policies, and guidelines in exercising judgment to resolve commonly encountered work problems and deviations and brings controversial information or findings to the supervisor's attention for direction. The supervisor provides assistance on controversial or unusual situations that do not have clear precedents; reviews completed work for conformity with policy; the effectiveness of the employee's approach to the problem; technical soundness, and adherence to deadlines; and do not usually review in detail the methods used to complete the assignment.

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

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

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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**

1-6	950
2-3	275
3-3	275
4-3	150
5-3	150
6-3	60
7-3	120
8-1	5
9-1	5

Total 1990 = GS-9 (1855 - 2100)