

POSITION DESCRIPTION  
COVER SHEET

REASON FOR THIS POSITION

1. NEW <input checked="" type="checkbox"/>	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER (8) <input type="checkbox"/>	3. REPLACES PD NUMBER (8) <input type="checkbox"/>
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RECOMMENDED

4. TITLE Supervisory Program Analyst	5. PAY PLAN (2) GS	6. SERIES (4) 343	7. GRADE (2) 14
8. WORKING TITLE (Optional)		9. INCUMBENT (Optional)	

OFFICIAL

10. TITLE Supervisory Program Analyst						
11. PP (2) GS	12. SERIES (4) 343	13. FUNC.(2)	14. GRADE(2) 14	15. DATE (mm/dd/yyyy) 06/21/2004	16. I/A <input type="checkbox"/> yes <input checked="" type="checkbox"/> No	17. CLASSIFIER (Name) M.D. Thrash

18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

1st U.S. Department of Housing and Urban Development	5th Office of Information Services and Communication
2nd Office of the A/S for Fair Housing and Equal Opportunity	6th Technology Support Branch
3rd General Deputy Assistant Secretary	7th
4th DAS for Operations and Management	8th

SUPERVISOR'S CERTIFICATION

I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE <i>Albert W. Mundy</i>	20. DATE (mm/dd/yyyy) 2-18-04	22. SECOND LEVEL SUPERVISOR'S SIGNATURE	23. DATE (mm/dd/yyyy)
21. SUPERVISOR'S NAME Albert W, Mundy	24. SECOND LEVEL SUPERVISOR'S NAME Karen A. Newton		
21a. SUPERVISOR'S TITLE Director, Office of Information Services and Communications	24a. SECOND LEVEL SUPERVISOR'S TITLE Deputy Assistant Secretary for Operations and Management		

FACTOR EVALUATION SYSTEM

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS
1. Knowledge Required			6. Personal Contacts		
2. Supervisory Controls			7. Purpose of Contacts		
3. Guidelines			8. Physical Demands		
4. Complexity			9. Work Environment		
5. Scope and Effect			TOTAL POINTS		
					GRADE

CLASSIFICATION CERTIFICATION

I certify that this position has been classified as required by Title 5, U.S. Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with most applicable published standards.

29. SIGNATURE <i>Marlene Thrash</i>	30. DATE (mm/dd/yyyy) P/20/2004
31. NAME Marlene Thrash	31a. TITLE Human Resources Specialist
32. REMARKS GSSG Evaluation Attached	33. OPM CERTIFICATION NUMBER

# MASTER RECORD / INDIVIDUAL POSITION DATA

## THIS SIDE TO BE COMPLETED BY THE CLASSIFIER

### A. KEY DATA

1. FUNCTION (1) A	2. DEPT. CD/AGCY-BUR-CD. (4) HU83	3. SON (4) 4400	4. MR. No. (6)	5. GRADE (2) 14	6. IP NUMBER (8)
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### B. MASTER RECORD

1. PAY PLAN (2) GS		2. OCC. SER. (4) 343		3. OCC. FUNC. CD (2)		4. OFF. TITLE CD (6)		5. OFF. TITLE (38) Supervisory Program Analyst			
6. HQ. FLD. CD (1) 1 = HQ 2 = FLD		7. SUP. CD. (1) 1 = Sup. SGEG 3 = Mgr. SGEG 4 = Sup. CSRA		5 = Mgmt. CSRA 6 = Leader LGEG 8 = All Others		8. CLASS. STD. CD. (1) X = New Std. Applied Blank = NA		9. INTERDIS. CD (1) N = No Y = Interdis.		10. DATE CLASS (mm/dd/yyyy) 6/21/2004	
11. EARLY RET. CD. (1) 1 = Primary 2 = Secondary			12. INACT/ACT (1) 3 = Foreign Svc. Blank = NA			13. DATE ABOL. (mm/dd/yyyy)		14. DATE INACT/REACT (mm/dd/yyyy)		15. AGCY. USE (10) A = Active	
16. INTERDIS. SER. (40)											
(4)		(4)		(4)		(4)		(4)		(4)	
17. INTERDIS. TITLE CD. (50)											
(5)		(5)		(5)		(5)		(5)		(5)	

### C. INDIVIDUAL POSITION

1. FLSA CD. (1) E = Exempt N = Nonexempt		2. FIN. DIS. REQ. (2) 0 = None 1 = CD219 2 = CD220		3 = SF278 4 = AD392 5 = SF849		3. POS. SCHED. (1) A = Sched A B = Sched B C = Sched C		O = Excepted but not A, B, C		4. POS. SENS (3) 1N 0 = Nonsensitive 1 = Noncritical 2 = Critical Sensitive		5. COMP. LVL. (4) 9999							
6. WK. TITLE CD. (4)				7. WK. TITLE (38)															
8. ORG. STR. CD. (18) (example *83 - 07 - 01 - 0200 - 08 - 19 - 00 - 00*)								9. VAC. REV. CD. (1)											
1st		2nd		3rd		4th		5th		6th		7th		8th					
								0 = Position Action No Vacancy A = No Change				B = Lower Grade C = Higher Grade D = Different title and/or Series E = New Position/New FTE							
10. TARGET GC. (2)		11. LANG. REQ. (2)		12. PROJ. DTY IND. (1) Blank = NA Y = Yes		13. DUTY STATION (9) State (2) City (4) County (3)		14. BUS. CD. (4) 8888		15. DATE LAST AUDIT. (mm/dd/yyyy)		16. PAS. IND. (1) Blank = NA 1 = PAS		17. DATE EST. (mm/dd/yyyy) 6/21/2004					
18. GD. BASIS. IND. (1) 1 = Rev. when vacant 2 = Impact of Person 3 = Sup/SGEG								4 = Sup./Program 5 = RGEG 6 = Policy Analysis GEG				7 = Equipment Development Guide 8 = Agency Use 9 = Agency Use ALPHAS = Agency Use		19. DATE REQ. REC. (mm/dd/yyyy)		20. NTE. DATE (mm/dd/yyyy)		21. POS. ST. BUD (1) Y = Perm N = Other	
22. MAINT. REV./CLASS. ACT. CD. (2) (1st Digit = Activity and 2nd Digit = Results)																			
Normal Act				Maintenance Review Act				Results				9 = Other							
3		1 = Desk Audit		5 = Desk Audit		3		1 = No Action Req.		5 = Series Change									
		2 = Sup. Audit		6 = Sup. Audit				2 = Minor PD Change		6 = Pos. Upgrade									
		3 = Paper Rev.		7 = Paper Rev.				3 = New PD Req.		7 = Pos. Downgrade									
		4 = PME/Activity Rev.		8 = Panel Rev.				4 = Title Change		8 = New Pos.									
23. DATE EMP. ASGN. (mm/dd/yyyy)		24. DATE ABOL. (mm/dd/yyyy)		25. INACT/ACT (1) 1 = Inact. 2 = Act.		26. DATE INACT/ACT (mm/dd/yyyy)		27. ACCTG. STAT. (4)		28. INT. ASGN. SER. (4)		29. AGCY USE (8)							
30. CLASSIFIER'S SIGNATURE										31. DATE (mm/dd/yyyy)									
32. REMARKS																			

**SUPERVISORY PROGRAM ANALYST  
GS 343-14**

**INTRODUCTION**

This position is located in the Office of the Assistant Secretary for Fair Housing and Equal Opportunity, General Deputy Assistant Secretary, Deputy Assistant Secretary for Operations and Management, Office of Information Services and Communications, Information Communications Division, Technology Support Branch. The incumbent is responsible for the management of the staff of this office as well as administrative responsibilities in support of the items identified below and the development, implementation and management of all automated systems supporting FHEO national operations and all Headquarters FHEO office automation support.

Supported programs include Title VIII of the 1968 Civil Rights Act, the Federal Fair Housing Law, Sections 3 and 109 of the Housing Community Development Act of 1974, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Accessibility Standards for Publicly Owned Residential Structures, Fair Housing Initiatives Program, Fair Housing Assistance Program, Voluntary Affirmative Marketing Agreements programs, and Executive Orders 11063 and 12259.

The Branch is responsible for evaluation of external automated systems and data, production of routine and special statistical reports, training and technical assistance on automated data processing systems, the in depth analysis of complex statistical data from varied systems and programs, coordination of systems issues with other HUD program offices, HUD Information Technology staff, contractor staff, other federal agencies and private, State and local agencies and organizations doing related studies.

The Branch is also responsible for the coordination, systemic inter-connectivity with and transfer of data to the Secretary's national Place Based System, HUD's financial accounting systems, the Notice of Funds Availability system and Notification of Award (NOA) to Congress system.

**MAJOR DUTIES AND RESPONSIBILITIES**

Manages and supervises the activities of the Technology Support Branch. The staff includes three professionals, (2) Management Information Specialist, GS-301-13, and (1) Management Information Specialist, GS-301-12 (FPL GS-13).

Supervises a staff and manages other resources to achieve maximum efficiency and balance in utilizing the resources assigned. Plan work to be accomplished by subordinates, set and adjust short-term priorities and prepare schedules for completion of work. Assigns work to subordinates based on priorities of the office and ensures work is efficiently and effectively carried out. Evaluates work performance of subordinates, developing budget and administering and managing funds. Establishes goals, objectives and activities for the division. Responsible for identifying training needs and ensures the staff receive proper training. Also responsible for counseling, disciplinary actions, awards, merit staffing, reassignments, rotations, promotions, delegating

responsibilities, and other actions.

Plans and Designs tracking and management systems (content and structure), reports (content, structure), studies, systems user documents and training guides, and Computer Based Training tools. Determines the required program results, the nature of system requirements, system design criteria, shortcomings and enhancements, necessary systemic constraints, statistical or econometric modeling support, and whether feasible advance in ADP technology, civil rights case law or policy can ionize should be incorporated. Reviews software capabilities for alternative approaches to system design, to insure that systems will support management and legislative guidelines, and insure a design strategy that attempts to anticipate change, program strategy, data requirements and transfer, and reporting needs.

Analyzes case tracking and management, compliance review, funded systems, and trends analysis data. Provides expertise in social science statistical and/or econometric modeling. Develops standard statistical modeling methods for application to case and program data within FHEO, for application to automated systems data. Technical representative for the Iowa Expert System project, an artificial intelligence case investigation and evaluation, decision logic and legal library system for Fair Housing agency use. Responsible for feasibility study, technical assistance, evaluation, functional viability, operational testing and acceptability.

Performs studies of programs, proposed systems, systems and software requirements, funds management, alternative approaches to problems, monitoring of studies and projects, reviews of internal and external reports, studies, and performs data and statistical analysis in of responsibility for FHEO Fair Housing case and compliance review, funded programs (Fair Housing Initiatives, Fair Housing Assistance), voluntary compliance programs, certification of State and local agencies and Executive orders.

Provides support to the Secretary, FHEO staff (Assistant Secretary, Deputy Assistant Secretaries, Office directors, Division and Branch chiefs, and their staffs), other HUD program offices, the offices of the Chief Financial Officer, Information Technology, Inspector General, Regional counsels and the office of the General Counsel. Generates the data for the Annual Report to Congress on the State of Fair Housing, provides an in-depth analysis of (and justification for) the impact of the extensive and highly complex results, and a comparison to previous year's data. Responds to requests for data from Congress, other federal agencies, State and local governments, educational institutions performing research, news media, public and private fair housing groups, and the general public, and provides data to the Department of Justice. Represents FHEO at conferences and seminars as appropriate.

Trains FHEO HQ and field staff, other HUD staff and fair housing groups on existing, new and modified automated tracking and management systems operation, problem solving, quality control, reporting and data analysis. Designs training documents and plans. Provides ongoing training and assistance to all users of six national systems.

Manages FHEO national Fair Housing program and funds management systems (Integrated Title VIII Tracking System, Title VIII Automated Paperless Office Tracking System, Title VI, Sections 109 and 504 Complaints and Compliance Reviews Tracking System, Grants Management System, Funds and Contracts Tracking System, Housing Case Tracking System).

Manages systemic exchange of data to/from HUD financial tracking systems (PAS, HUDCAPS, LOCCS), Notice Of Funds Availability, Notice of Award, and Place Based System), and the Equal Employment Opportunity Commission.

Reconciles program and systemic data discrepancies. Produces recurring and special reports, provide for the ongoing reconciliation of data to insure accuracy and reliability of systems, and develops procedures to correct data entry and systemic problems.

### **KNOWLEDGE REQUIRED**

In-depth analytical background and broad knowledge of problem solving processes, and management, programs and systems analysis techniques. Knowledge of social science statistics including multi-variant or multiple regression analysis, quantitative analysis and standard statistical analysis operations, and econometric modeling. A sufficiently high level of analytical skill to recognize the intricacies and implications of complex data, define complex problems, and to select, define and justify alternatives, develop processes, supporting procedures and solutions and definitive documentation.

Broad knowledge of FHEO programs and Fair Housing enforcement techniques and contracts, and a sufficient knowledge of HUD and general federal financial systems to understand and define program needs and supporting system requirements. Knowledge of civil rights and Fair Housing case law to support related legal and administrative decisions. Knowledge of the organizational structure of the federal government, including specific knowledge of the functions and missions of organizations having responsibilities under the federal Fair Housing law.

Specific knowledge of the Fair Housing Act, Title VI and Title VIII of the Civil Rights Act, Sections 109 and 504 of the Rehabilitation Act, Age Discrimination Act, Americans with Disabilities Act, Accessibility Standards for Publicly Owned Residential Structures, Fair Housing Initiatives program, Fair Housing Assistance program, Grants and Cooperative Agreements management guidelines and Voluntary Marketing Agreements program.

Broad knowledge of advanced computer equipment and skills, automated system design tools, capabilities and limitations, data sources, data flow, system structure and integration, and communications, to accomplish feasibility studies, develop specifications and coordinated plans, and to organize, define and direct the development, maintenance and testing of systems. Ability to develop solutions to unyielding problems in existing systems and insure the adequacy, usefulness, responsiveness, and correct interpretation of systemic data, and to translate complex program needs and requirements to be understood and implemented by ADP experts.

Knowledge of varied operating systems and applications software (MS-DOS, Windows, spreadsheets, word processing, database management, graphic and communication), and experience with off the shelf statistical packages (SPSS, SAS) and econometric models.

The ability to communicate clearly and tactfully, orally and in writing in programmatic and/or technical terms, and deal effectively with persons at all levels of program and technical staff in varied functional areas and representing diverse backgrounds, interest and viewpoints, in and out

of HUD, in order to translate program and policy requirements into effective plans, systems, data analysis tools, define system and data use and limitations and explain complex data and its implications.

### **SUPERVISORY CONTROLS**

The office director makes assignments in broadly stated terms and provides administrative direction. The incumbent has responsibility for independently planning, designing, modifying and executing the assignments selecting his/her methods and defining the scope of the projects. The incumbent initiates many assignments based on knowledge of program needs and implementation requirements. Work results are accepted as technically authoritative and completed work is reviewed in terms of fulfillment of program objectives, problem resolution and in terms of feasibility of recommendations.

### **GUIDELINES**

Formal ADP policy exists, basic legislation sets forth overall requirements and senior management provides general thrust for most efforts. Existing and planned systems with which efforts must be integrated, and available assets serve as both constraints and partially applicable precedents for systems development and implementation. The employee is required to deviate from traditional methods to solve problems or improve operations, devise new sources of data upon which to base evaluations, and to investigate new trends and patterns in the applicable technology.

Develops instructions/procedures to be used by other organizations and internal, Regional and Field Offices for data entry, systems management, reports generation and evaluation and data analysis. Incumbent uses a high degree of judgment and ingenuity in applying and analyzing data on fair housing issues to produce new knowledge, insight and understanding. Must identify, collect and analyze data, draw conclusions, provide guidance and interpretative logic, and make recommendations that affect the administrative enforcement of the Fair Housing Act on a nation wide basis, and impact on the Congressional oversight of FHEO's mission.

### **COMPLEXITY**

Assignments involve duties necessary to establish the framework of the new automated systems, concern is with overall structure throughout a wide range of phases, from feasibility studies to post implementation evaluation, enhancement and evaluation. Duties also involve the evaluation of complex program, system and project financial, demographic and management data, and the evaluation of studies, proposals and plans. Objectives and basic requirements are defined in legislation, agency policy or senior management guidance, or are determined by programmatic needs, shortcomings or contract specifications. A number of approaches to accomplish the work are possible. Projections are required from inconclusive data and unclear requirements, time constraints are restrictive and technology advances are usually untried at the scale to which the

application is required (i.e. manipulation of millions of records and changed procedures in numerous internal and field offices and other agencies nation wide are typical), integration with existing and proposed system, supported and source systems is required and design criteria must be established that can accommodate changes in legislative directions, management philosophy and goals, and reporting requirements.

Many assignments require the provision of advisory and consultative services to key officials of HUD and numerous other Federal agencies, State and local fair housing enforcement officials and National, State and local private fair housing groups, as well as to the various segments of the housing industry, and the system's participant users at different levels of management and with various levels of expertise. An broad analytical and technical background is paramount.

### **SCOPE AND EFFECT**

The purpose of this work is to contribute to a comprehensive national effort to maximize all programs and resources that can be directed toward ending discrimination in housing. The effort provides effective, efficient and user friendly automated systems for program management and accounting, and consistent, critical, results oriented analytical skills.

Work results in the improvement of fair housing programs of Federal, State and local governmental and private organizations. These actions positively affect the opportunity of all citizens to secure housing on a nondiscriminatory basis.

The work affects FHEO programs and staff nationally, public and private Fair Housing agencies and groups, congressional accountability, and the general public. The incumbent consults with Field Offices, Headquarters FHEO, Office of the General Counsel, other program offices, ADP (IT) and contractor staff, and other agencies and organizations to determine systems availability and requirements, use and data interpretation. The work of the incumbent has far-reaching impact upon the effectiveness of FHEO funded, voluntary, assistance and management programs.

### **PERSONAL CONTACTS**

The purpose for each contact is different and dependent upon the needs of the individuals and organizations, goals to be attained, systems to be designed and management requirements. The purpose of contacts is to (1) determine the ADP systems needs of professional staff or management in HUD and other agencies, (2) coordinate efforts with HUD's ADP experts and outside consultants/contractors, (3) define and produce reports and analyze or explain the data, (4) provide training and assistance on the use of systems, (5) analyze complex external and internal data and systems (manual or automated), (6) provide, explain, justify Fair Housing systems data for the Secretary's national Place Based System, and HUD's Notice of Funds Availability and Notice of Availability (of funds)

systems. Contacts are needed to identify major fair housing enforcement problem areas which require ADP support, identify solutions, provide statistical information, evaluate complex statistical data, and advise and consult on ADP policies, systems, practices and proposals affecting the implementation of fair housing policies, programs and resulting data.

### **PHYSICAL DEMANDS**

Work requires producing a sustained volume of statistical data for editing and reconciliation, and the development of systems and documents, which require long periods of time working in front of a computer monitor or analyzing data. Duties are frequently performed under stringent time constraints, and competing priorities.

### **ENVIRONMENT**

Work is generally performed in a typical office setting.