POSITION DESCRIPTION *(Please Read Instructions on the Back)*

2. Reason for Submission ☐ Redescription ☐ New ☐ Reestablishment ☐ Other Explanation *(Show any positions replaced)*	**1. Agency Position No.**

3. Service ☐ Hdqtrs ☐ Field	4. Employing Office Location	5. Duty Station	6. OPM Certification No.
7. Fair Labor Standards Act ☐ Exempt ☐ Nonexempt	**8. Financial Statements Required** ☐ Executive Personnel Financial Disclosure ☐ Employment and Financial Interest	**9. Subject to IA Action** ☐ Yes ☐ No	
10. Position Status ☐ Competitive ☐ Excepted *(Specify in Remarks)* ☐ SES (Gen.) ☐ SES (CR)	**11. Position Is** ☐ Supervisory ☐ Managerial ☐ Neither	**12. Sensitivity** ☐ 1--Non-Sensitive ☐ 3--Critical ☐ 2--Noncritical Sensitive ☐ 4--Special Sensitive	**13. Competitive Level Code** **14. Agency Use**

15. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review						
e. Recommended by Supervisor or Initiating Office						

16. Organizational Title of Position *(if different from official title)*	17. Name of Employee *(if vacant, specify)*

18. Department, Agency, or Establishment	c. Third Subdivision
a. First Subdivision	d. Fourth Subdivision
b. Second Subdivision	e. Fifth Subdivision

19. Employee Review-This is an accurate description of the major duties and responsibilities of my position.	Signature of Employee *(optional)*

20. Supervisory Certification. *I certify that this is an accurate statement of the major duties and responsibilities of this 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 statutes or their implementing regulations.*

a. Typed Name and Title of Immediate Supervisor	b. Typed Name and Title of Higher-Level Supervisor or Manager *(optional)*
Signature	Date	Signature	Date

21. Classification/Job Grading Certification. *I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.*

Typed Name and Title of Official Taking Action

22. Position Classification Standards Used in Classifying/Grading Position

Signature	Date

Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initials	Date	Initials	Date
a. Employee *(optional)*										
b. Supervisor										
c. Classifier										

24. Remarks

25. Description of Major Duties and Responsibilities *(See Attached)*

IT Specialist (Customer Support)

GS-2210-12

INTRODUCTION

The Department of the Interior (Department) manages 451 million acres of the nation's public lands (about one-sixth of the land in the U.S.) and more than 2,500 operating sites, all requiring protection of information and Information Technology (IT) assets. This is a standardized position description for positions located in the Office of the Chief Information Officer (OCIO) and the various Bureaus and Bureau Offices (Bureau/Office) of the Department. The purpose of this position is to accomplish difficult and complex customer support assignments, including recommendations to resolve issues by adapting existing approaches and methods, interpreting guidelines and adapting to new or emerging requirements.

This position is part of a National Institute of Standards and Technology (NIST) National Initiative for Cybersecurity Education (NICE) National Cybersecurity Workforce Framework (Framework). The incumbent performs Cybersecurity roles and responsibilities outlined in the NICE Framework. The NICE Framework provides Work Role Descriptions associated with assigned Work Roles and Cybersecurity Codes.

MAJOR DUTIES

Plans and carries out difficult and complex assignments in the delivery of customer support services. Assignments include interpreting IT policies, standards, and requirements and modifying and adapting existing methods and approaches, implementing recommendations independently or as a team member, providing advice and guidance on a wide range and variety of complex IT issues, evaluating and recommending new or enhanced approaches to delivering IT services, and analyzing and recommending resolution of complex issues associated with responding to customer requests and requirements. Performs the following major duties associated with these assignments:

- Diagnoses and resolves unique, unusual, difficult and complex problems in response to customer reported incidents, providing advice and assistance to minimize interruptions to critical business activities and providing written analysis and guidance to be used when addressing similar problems in the future.
- Researches, evaluates, and provides feedback on problematic trends and incident and request trends and patterns in customer support requirements, assessing overall customer support effectiveness. Researches, evaluates, and recommends new tools to enhance delivery of customer requirements. Identifies priorities and barriers to recommendations and presents recommendations, in writing or orally, to a variety of stakeholders. Drafts related policy and procedures associated with new tools and approaches and develops implementing guidance.
- Develops customer support procedures, standards, and performance metrics for the organizations serviced. Drafts, reviews, and provides comments on procedures, standards and metrics from higher levels within the organization.
- Researches and provides response to unique customer service requests, utilizing tracking/ticketing systems to track and identify customer needs, as well as discussing requirements with the customer to resolve the customer need.
- Installs, configures, troubleshoots, and maintains customer hardware and software.
- Provides customer training.

- Ensures application and accountability of information security/information assurance policies, principles, and practices in the delivery of customer support services.
- Performs other duties as assigned.

FACTORS

Factor 1. Knowledge Required by the Position; Level 1-7, 1250 Points

Knowledge of, and demonstrated skill in applying IT and IT customer support concepts, principles, methods, and practices; IT security principles and methods; a wide variety of applications, operating systems, protocols, and equipment used in customer organizations; methods and practices for troubleshooting, recovering, adjusting, modifying, and improving IT systems in order to provide advice and assistance to customers; troubleshoot unique and complex problems; and provide support in a manner that minimizes interruptions in customers' ability to carry out critical business activities.

Ability to remain current on emerging technologies and customer support practices, methods, and trends and to identify barriers and priorities in order to research, evaluate, and recommend new tools to enhance delivery of customer requirements.

Knowledge of the organization's mission, programs, business practices, customers, and IT infrastructure.

Knowledge of and skill in installing, configuring, troubleshooting, and maintaining the IT end user devices used in the customer environment.

Knowledge of test and evaluation methods and procedures; performance tuning tools and techniques; and systems diagnostic tools and fault identification techniques in order to provide support in a manner that minimizes interruption to customer business activities.

Understanding of project management principles and methods sufficient to plan and carry out assignments and to participate on project teams.

Knowledge of, and skill in applying, IT security principles and methods and IT security protocols and requirements.

Skill in communicating, both in writing and in oral presentations, to provide guidance to customers, prepare and present reports and technical recommendations, provide effective documentation, provide customer training, and participate on functional teams.

Skill in analytical reasoning sufficient to participate in individual and team research and problem-solving assignments and to develop written procedures and guidance to be used by other specialists.

Factor 2. Supervisory Controls; Level 2-4, 450 Points

The supervisor outlines overall objectives and available resources for the incumbent's IT assignments. The supervisor and the incumbent discuss timeframes, scope of the assignments, including possible stages and possible approaches. The incumbent determines the most appropriate principles, practices and methods to apply in all phases of the assignments. The incumbent interprets regulations on their own initiative, applies new methods to resolve complex, intricate, controversial, or unprecedented IT issues and resolves most conflicts that arise. The supervisor is kept informed of progress of the work and potentially controversial findings. Completed work is reviewed for soundness of overall approach, effectiveness in meeting requirements or producing expected results and the feasibility of recommendations. The supervisor does not usually review the methods used by incumbent.

Factor 3. Guidelines; Level 3-4, 450 Points

The incumbent utilizes a wide variety of statutes, regulations, directives, policy statements, reference materials, manuals, and precedents that often do not address the particulars of emerging systems requirements. Assignments require modification or recommending alternatives to existing guidelines or originating new guidelines based upon statutory changes or emerging technology. The incumbent uses judgment, initiative and resourcefulness to deviate from established methods in the course of modifying and refining the broad guidelines in order to resolve specific, complex and intricate IT issues and problems. The incumbent researches diverse IT trends and patterns, develops new methods and criteria and proposes new policies and procedures to Bureau/Office management.

Factor 4. Complexity; Level 4-4, 225 Points

The work involves the performance of a variety of duties consisting of many different and unrelated processes and methods in the IT field related to customer support. The incumbent decides what needs to be done by evaluating unusual circumstances in an assignment, considering different approaches to deal with incomplete and conflicting data, and developing guidance and procedures based on research and experience in troubleshooting unique and complex problems. The incumbent uses judgment and originality in interpreting data, planning work, and refining methods and techniques. The IT Specialist in Customer Support at this level takes an active role in responding to, troubleshooting, and resolving the problems that are beyond the capability of lower-graded specialists and in evaluating and developing changes in customer support procedures that may be outdated or are no longer relevant.

Factor 5. Scope and Effect; Level 5-4, 225 Points

Work involves evaluating, addressing, and resolving a full range of customer problems to include unusual or unique problems and issues; identifying trends and researching, evaluating and recommending new solutions or tools to address customer needs; researching and addressing customer requests for services to evaluate and improve overall program effectiveness; and developing guidance and procedures to improve the overall effectiveness of customer support within the organization. The work also involves training customers and less experienced customer support employees in the use of systems and applications supported by the organization. Work results in the resolution of complex problems that enables customers to be more productive in carrying out the mission of the organization serviced. The work also impacts the effective utilization of IT resources in the Bureau/Office.

Factors 6/7. Personal Contacts/Purpose of Contacts; Level 3c, 180 Points

There are regular and recurring contacts in moderately unstructured settings with individuals and groups within OCIO/Bureau/Office and its operating divisions, including IT Specialists and program managers. Contacts are also with vendors, contractors, consultants, and counterparts in other government agencies. Additional contacts occur on an ad hoc basis with OCIO/Bureau/Office officials who are several managerial levels above that of the incumbent. The incumbent is typically required to recognize and learn the role and authority of the parties contacted during the course of meetings and conferences.

The purpose of contacts is to plan, coordinate, and advise on work efforts and to resolve IT issues or problems. The purpose is also to influence and persuade employees and managers to accept and implement the incumbent's IT findings and recommendations and to gain compliance with policies and procedures. Resistance may be encountered due to organizational conflicts, resistance to change, competing objectives, or resource problems. It is therefore necessary to be skillful and tactful when preparing for these encounters.

Factor 8. Physical Demands; Level 8-1, 5 Points

The work is primarily sedentary; however, some work may require walking and standing in conjunction with customer site visits, travel, and attendance at meetings and conferences away from the work site. The work may also involve carrying light item, such as papers, books, or small parts; lifting, with assistance, various pieces of IT equipment such as computers, components, and printers; or driving a motor vehicle. The work does not require special physical effort.

Factor 9. Work Environment; Level 9-1, 5 Points

Work is typically performed in an office setting where typical risks and discomforts that require normal safety precautions occur; however, some work may occur in research facilities or industrial and/or maintenance areas that may require the use of hardhats, hearing protection, or other protective equipment.

Total Points: 2790
Grade Range: 2755 - 3150
Grade: GS-12