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-2210-13

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 service as the principal OCIO/Bureau contact for Customer Support and to perform a variety of the most difficult and complex customer support assignments requiring the application of expert knowledge including new approaches and methods to assess operations, analyze new and unprecedented issues and requirements, assess feasibility of new approaches, and identify causes of one of a kind or recurring operational problems. This position is at the full performance level.

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

Serves as the principal OCIO/Bureau point of contact for Customer Support Services. In this role, develops and interprets policies, procedures, and strategies governing the planning and delivery of services throughout the Department/Bureau; provides expert technical advice, guidance, and recommendations to management and other technical specialists on critical Customer Support issues; applies new developments to previously unsolvable problems; and makes decisions or recommendations that influence important Department IT policies and programs.

Carries out very difficult and highly complex assignments in a variety of IT customer support areas, modifying existing or developing new methods and approaches, interpreting and adapting guidelines, and implementing recommendations independently or as a team lead.

Develops operational policies, procedures, requirements, practices, and metrics for delivery of customer support services. Coordinates with OCIO on the development of such. Recommends ways to optimize the delivery of customer support services and the operability, functionality, and security of the Department's systems.

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 develops new tools to enhance delivery of customer requirements.

Diagnoses and resolves unique, unusual, difficult and complex problems, 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 options for problem resolution and recommendations. Presents in writing or orally to audiences within and external to the Department, identifying priorities and barriers to project accomplishment.

Ensures all guidance and work products comply with the Department and the Bureau/Office IT security requirements. Identifies and mitigates security vulnerabilities and risks.

Performs other duties as assigned.

FACTORS

Factor 1. Knowledge Required by the Position; Level 1-8, 1550 Points

Mastery of, and skill in applying, advanced IT principles, concepts, methods, standards, and practices sufficient to develop and interpret policies, procedures, and strategies governing planning and delivery of customer support services throughout the Department/Bureau; provide expert technical advice, guidance, and recommendations to management and other technical specialists on critical customer support issues; apply new solutions to previously unsolvable support problems; and make decisions or recommendations that significantly influence important Department/Bureau IT policies or programs.

Mastery of, and skill in applying, IT systems security principles, concepts, and methods, as well as knowledge of multiple IT disciplines, the Department's and the Bureau/Office enterprise IT architecture, and project management principles and methods sufficient to ensure the integration of IT programs and services into the design and management of IT customer support services; and to review, evaluate, and draft/develop customer support policies and requirements.

Skill in performing cost-benefit analyses for implementing recommendations for change.

Skill in effective oral and written communications strategies sufficient to present briefings to senior management officials on complex issues and complex assessments of customer support delivery and the impact on Department and Bureau/Office operations.

Skill in analytical reasoning sufficient to participate in individual and team research and problem-solving assignments involving assessment and migration to emerging technologies.

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 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 develops or proposes new policies and procedures to OCIO/Bureau management.

Factor 4. Complexity; Level 4-5, 325 Points

Work involves a variety of duties requiring the application of many different and unrelated processes and methods. Incumbent leads OCIO/Bureau and/or the Department IT customer support initiatives, directing work of teams and exercising judgment and ingenuity ensuring alignment with the Department mission and funding priorities. Has authority to recommend and coordinate development of consensus positions to resolve conflicts and ensure currency of IT customer support implementation including addressing issues involving major areas of uncertainty due to changes in priorities or emerging technology.

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

The purpose of the work is to serve as the principal OCIO/Bureau contact for Customer Support and to perform a variety of the most difficult and complex customer support assignments requiring the application of expert knowledge including new approaches and methods to assess operations, analyze new and unprecedented issues and requirements, assess feasibility of new approaches, and identify causes of one of a kind or recurring operational problems. 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: 3190
Grade Range: 3155 - 3600
Grade: GS-13