

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

1. Agency Position No.

2. Reason for Submission

- Redescription     New  
 Reestablishment     Other

Explanation *(Show any positions replaced)*

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.*

22. Position Classification Standards Used in Classifying/Grading Position

Typed Name and Title of Official Taking Action

**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.

Signature

Date

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initials	Date	Initials	Date
a. Employee <i>(optional)</i>										
b. Supervisor										
c. Classifier										

24. Remarks

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

**Supervisory 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 supervise the accomplishment of 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 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**

### **Nonsupervisory Duties and Responsibilities 75%**

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

### **Supervisory/Managerial Responsibilities 25%**

Provides administrative and technical oversight to subordinate staff. Plans work to be accomplished by subordinates, sets and adjusts priorities, and prepares schedules for completion of work; assigns work to subordinates based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees; evaluates work performance of employees; provides advice, counsel, or instruction to employees on work and administrative matters; interviews candidates for positions; hears and resolves complaints from employees; effects disciplinary measures; identifies developmental and training needs of employees, provides and/or arranges for needed development and training; finds ways to improve production and increase the quality of the work directed; and develops performance standards. Promotes acceptance and adherence to the provisions of the Equal Employment Opportunity Program.

Performs other duties as assigned.

### **GENERAL SCHEDULE SUPERVISORY GUIDE FACTORS**

#### **Factor 1 – Program Scope and Effect; (Level 1-2, 350 pts)**

Supervises IT customer support delivery for an organization within the OCIO/Bureau/Office. The incumbent implements policies; and plans and establishes program and performance goals and objectives for the accomplishment of assigned projects and program segments. Projects and programs are involved with/include the optimal delivery of customer support to the serviced organization. The work and program segments directed significantly impact operations and mission accomplishment of the organization which includes operational level organizations, such as offices below bureau level, or may include directing operating program segment activities at higher levels within the agency at the bureau level or within OCIO. As part of overseeing IT customer support delivery, ensures integrity of records and documentation for accountability, review, and reporting purposes; and reviews and updates work plans and creates work plans for budget forecasts.

**Factor 2 – Organizational Setting (Level 2-1, 100 pts)**

This position is accountable to a position that is two or more reporting levels below the first SES equivalent position.

**Factor 3 – Supervisory and Managerial Authority Exercised (Level 3-2c, 450 pts)**

Performs the duties and responsibilities credited for Supervisory and Managerial Authority Exercised a minimum of 25% of the position's time.

Performs a range of supervisory functions: 1) Plans the work to be accomplished by subordinates which includes setting priorities and schedules for completion of work; 2) Applies principles of sound position management and assigns work to subordinates by assessing work priorities, difficulty, requirements of the assignments, and capabilities of the employees; 3) Prepares performance standards and evaluates performance of subordinates; 4) Gives advice, counsel, or instruction to employees on both work and administrative matters; 5) Interviews candidates for positions in the group, recommending appointment, promotion, or reassignment to such positions; 6) Hears and resolves complaints from employees, referring group grievances and more serious unresolved complaints to higher level supervisor; 7) Effects minor disciplinary measures, such as warnings and reprimands, recommending other action in more serious cases; 8) Identifies development and training needs of employees, providing or arranging for needed development and training; and 9) Finds ways to improve or increase the quality of the work supervised.

Responsible for the on-the-job safety and health of all employees supervised. Provides leadership, allocates resources, and implements activities to accomplish the Department's multicultural organization direction and Equal Opportunity requirements, goals, policies, and objectives. Ensures all communication - written, oral, visual, signed - is non-discriminatory and is sensitive to all employees and the public. Creates a work environment that respects, appreciates, and accepts the contributions and perspectives of all employees. Makes every effort to provide a work environment free from harassing conduct by acting promptly and effectively to stop harassing conduct, by holding employees accountable who have engaged in harassing conduct, and by protecting employees who have reported harassing conduct from retaliation. Follows, adheres to, and applies the Department's policy in the prevention and elimination of harassing conduct and ensures that employees are aware of such policies.

**Factor 4 – Personal Contacts**

**Subfactor 4 A – Nature of Contacts (Level 4A-2, 50 pts)** Contacts include employees, supervisors, and managers throughout the organization and counterparts within the OCIO/Bureau/Office; contacts also include vendors and contractors and the general public.

**Subfactor 4 B – Purpose of Contacts (Level 4B-3, 100 pts)** The purpose of contacts is to advise on, plan, and coordinate IT customer support delivery; to participate in meetings and conferences to discuss/provide solutions to problems as they relate to the IT customer support programs; and to ensure that information provided to outside parties is accurate and consistent. The outcome of these meetings and conferences is to develop suitable alternatives toward solving particular program problems, to resolve differences of opinion, and to ensure the provision of effective support to organizations impacted and serviced. Contacts are 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 5 – Difficulty of Typical Work Directed (Level 5-7, 930 pts)**

The base level of nonsupervisory work directed is at the GS-12 level.

**Factor 6 - Other Conditions (Level 6-5, 1225 pts)**

The supervision and oversight responsibility of this position includes significant and extensive coordination and integration of a number of projects involving administrative work comparable in difficulty to the GS-12 level. The work involves major recommendations that: impact immediate and long-range goals, objectives, plans and schedules; determine projects to be initiated, dropped, or curtailed and impact commensurate changes to organizational structures; and determine the optimal mix of staff, automated processes, and business practice improvements to reduce operating costs and improve effectiveness of customer support delivery.

**Total Points 3205**

**Point Range 3155-3600**

**Grade: GS-13**