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

	1. Agency Position No. DW00100

2. Reason for Submission

☐ Redescription ☐ New
☐ Reestablishment ☒ Other

Explanation *(Show any positions replaced)*
DOI SPD

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	IT Specialist (CustSpt)	GS	2210	13	rl	04/01/2020
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

a. First Subdivision

b. Second Subdivision

c. Third Subdivision

d. Fourth 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
Renae Lockwood,
Classification Program Manager

Signature
RENAE LOCKWOOD
Digitally signed by RENAE LOCKWOOD
Date: 2020.04.01 09:52:39 -04'00'
Date 04/01/2020

22. Position Classification Standards Used in Classifying/Grading Position

Administrative Work in the Information Technology Group, 2200
Issued: May 2001. Revised: 8/03, 9/08, 5/11, October 2018.

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
This position is at the full performance level.

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

Instructions for Completing Optional Form 8
POSITION DESCRIPTION

In order to comply with the requirements of FPM Chapter 295, subchapter 3, and other provisions of the FPM, agencies must complete the items marked by an asterisk. Agencies may determine what other items are to be used.

*1. Enter position number used by the agency for control purposes. See FPM Chapter 312, Subchapter 3.

*2. Check one.

• "Redescription" means the duties and/or responsibilities of an existing position are being changed.
• "New" means the position has not previously existed.
• "Reestablishment" means the position previously existed, but had been cancelled.
• "Other" covers such things as change in title or occupational series without a change in duties or responsibilities.
• **The "Explanation" section should be used to show the reason if "Other" is checked, as well as any position(s) replaced by position number, title, pay plan, occupational code, and grade.**

3. Check one.

*4. Enter geographical location by city and State (or if position is in a foreign country, by city and country).

*5. Enter geographical location if different from that of #4.

6. To be completed by OPM when certifying positions. (See Item 15 for date of OPM certification.) For SES and GS-16/18 positions and equivalent, show the position number used on OPM Form 1390 (e.g., DAES0012).

*7. Check one to show whether the incumbent is exempt or nonexempt from the minimum wage and overtime provisions of the Fair Labor Standards Act. See FPM Chapter 551.

8. Check box if statement is required. See FPM Chapter 734 for the Executive Personnel Financial Disclosure Report, SF 278. See FPM Chapter 735, Subchapter 4, for the Employment and Financial Interests Statement.

9. Check one to show whether Identical Additional positions are permitted. See FPM Chapter 312, Subchapter 4. Agencies may show the number of such positions authorized and/or established after the "Yes" block.

10. Check one. See FPM Chapter 212 for information on the competitive service and FPM Chapter 213 for the excepted service. For a position in the excepted service, enter authority for the exception, e.g., "Schedule A-213.3102(d)" for Attorney positions excepted under Schedule A of the Civil Service Regulations. SES (Gen) stands for a General position in the Senior Executive Service, and SES (CR) stands for a Career Reserved position.

11. Check one.

• A "Supervisory" position is one that meets the requirements for a supervisory title as set forth in current OPM classification and job-grading guidance. Agencies may designate first-level supervisory positions by placing "1" or "1st" after "Supervisory."

• A "Managerial" position is one that meets the requirements for such a designation as set forth in current OPM classification guidance.

12. Check one to show whether the position is non-sensitive, noncritical sensitive, critical sensitive, or special sensitive for security purposes. If this is an ADP position, write the letter "C" beside the sensitivity.

13. Enter competitive level code for use in reduction-in-force actions. See FPM Chapter 351.

14. Agencies may use this block for any additional coding requirement.

*15. Enter classification/job grading action.

• For "Official Title of Position," see the applicable classification or job grading standard. For positions not covered by a published standard, see the General Introduction to "Position Classification Standards," Section III, for GS positions, or FPM Supplement 512-1, "Job Grading System for Trades and Labor Occupations," Part 1, Section III.

• For "Pay Plan code, see FPM Supplement 292-1, "Personnel Data Standards," Book III.

• For "Occupational Code," see the applicable standard; or, where no standard has been published, see the "Handbook of Occupational Groups and Series of Classes" for GS positions, or FPM Supplement 512-1, Part 3, for trades and labor positions. **For all positions in scientific and engineering occupations, enter the two-digit functional classification code in parentheses immediately following the occupational code, e.g., "GS-1310(14)."** The codes are listed and discussed in the General Introduction to "Position Classification Standards," Section VI.

16. Enter the organizational, functional, or working title if it differs from the official title.

17. Enter the name of the incumbent. If there is no incumbent, enter "vacancy."

*18. Enter the organizational location of the position, starting with the name of the department or agency and working down from there.

19. If the position is occupied, have the incumbent read the attached description of duties and responsibilities. The employee's signature is optional.

*20. This statement normally should be certified by the immediate supervisor of the position. At its option, an agency may also have a higher-level supervisor or manager certify the statement.

*21. This statement should be certified by the agency official who makes the classification/job grading decision. Depending on agency regulations, this official may be a personnel office representative, or a manager or supervisor delegated classification/job grading authority.

22. Enter the position classification/job grading standard(s) used and the date of issuance, e.g., "Mail and File, GS-305, May 1977."

23. Agencies are encouraged to review periodically each established position to determine whether the position is still necessary and, if so, whether the position description is adequate and classification/job grading is proper. See FPM Letter 536-1 (to be incorporated into FPM Chapter 536). This section may be used as part of the review process. The employee's initials are optional. The initials by the supervisor and classifier represent recertifications of the statements in items #20 and #21 respectively.

24. This section may be used by the agency for additional coding requirements or for any appropriate remarks.

*25. Type the description on plain bond paper and attach to the form. The agency position number should be shown on the attachment. See appropriate instructions for format of the description and for any requirements for evaluation documentation, e. g., "Instructions for the Factor Evaluation System," in the General Introduction to "Position Classification Standards," Section VII.

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