

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)*

IT Specialist (Customer Support) **GS-2210-05**

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 developmental 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 perform work involving the performance of routine and recurring assignments supporting information technology (IT) customer support. Works under close supervision and works in a developmental capacity performing assignments and completing training, both of which are aimed at preparing the incumbent for the knowledge and skills necessary to perform the duties of the position.

This is 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 Work Roles and Cybersecurity Codes.

MAJOR DUTIES

Provides assistance and support for assignments and projects relative to the delivery of customer support services. Assists higher-graded specialists in identifying and resolving issues and problems as they arise. At this developmental level assists others by performing specific tasks associated with the following:

- Assists customers in resolving routine, recurring problems. Updates and maintains problem tracking/ticketing systems to track and identify customer needs.
- Assists in installing, configuring, and testing software on customer workstations; and installing, configuring, upgrading, and troubleshooting hardware and software components.
- Assists in presenting formal and informal training, guidance, and assistance to customers. Provides routine advice and guidance to customers requesting information on established policy or procedures, including those related to information security/information assurance.
- Assists teams responsible planning and delivering a full range of customer support services.
- Participates in internal meetings, sharing information, and assisting higher graded specialists in preparing for such meetings.
- Providing routine advice and guidance to customers requesting information on established policy or procedures, including those related to information security.
- Performs other duties as assigned.

FACTORS

Factor 1. Knowledge Required by the Position; Level 1-5, 750 Points

Knowledge of, and skill in applying, basic IT principles, methods, and practices and IT systems security methods and procedures sufficient to gather and analyze basic facts and draw conclusions; provide basic assistance to customers on routine and recurring issues; and provide assistance to higher-graded specialists.

Knowledge of, and skill in applying basic IT principles and methods; and IT regulations and policies sufficient to perform highly structured, entry-level work designed to develop broader and more in-depth knowledge and the skills to perform higher-level assignments.

Ability to communicate orally and in writing to provide guidance to customers and to prepare and present reports that are of a factual and procedural nature.

Factor 2. Supervisory Controls; Level 2-1, 25 Points

The supervisor or more experienced specialists instruct the incumbent on what to do, the methods to use, what to look for, and what to bring to the leader's or supervisor's attention. When assigning developmental tasks, or tasks involving the use of new formats, methods, or procedures, the incumbent typically receives detailed and specific instructions. The incumbent performs work as instructed; consults with the supervisor or designated employee when clarification of instructions is necessary; and receives guidance on problems and work methods not specifically covered by the original instructions. The supervisor or designated employee reviews work while in progress and upon completion to see that the employee followed directions and the results are complete and accurate.

Factor 3. Guidelines; Level 3-1, 25 Points

Procedures for the work have been established, and the incumbent uses specific guidelines. The incumbent works in strict adherence to available guidelines, which require little or no judgment. The supervisor must authorize any deviations from the guidelines.

Factor 4. Complexity; Level 4-2 75 Points

Work consists of easily distinguishable tasks involving related steps, processes, methods, and procedures. The incumbent decides what needs to be done by choosing from various alternatives, recognizing differences among a few easily distinguishable situations. The incumbent uses judgment regarding the most appropriate approach that is in accordance with established procedures and practices.

Factor 5. Scope and Effect; Level 5-1, 25 Points

The work involves specific, routine duties meant to familiarize the incumbent with IT Systems Customer Support Services. The incumbent supports more experienced specialists involved with a variety of common IT problems, questions, or situations that are dealt with in accordance with established criteria. Work affects the work of others but has little impact beyond the immediate organizational unit or beyond the delivery of limited services in a timely manner to others

Factors 6/7. Personal Contacts/Purpose of Contacts; Level 2A, 45 Points

Contacts are typically with employees, managers and IT Specialists within the Department both inside and outside the immediate office, as well as with representatives of private concerns and

the general public in moderately structured settings. Contacts with managers and employees may take place at various levels. The purpose of the contacts is to acquire, clarify, or exchange information needed to complete assignments which may range from easily understood to highly technical.

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 training 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: 955

Point Range: 855-1100

Grade: GS-05