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

	1. Agency Position No.

2. Reason for Submission	3. Service	4. Employing Office Location	5. Duty Station	6. OPM Certification No.
☐ Redescription ☐ New ☐ Reestablishment ☐ Other	☐ Hdqtrs ☐ Field			

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

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

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)*

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U.S. Office of Personnel Management
FPM Chapter 295

IT Specialist (Customer Support)
GS-2210-09

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 perform work involving the performance of routine and recurring assignments providing information technology (IT) customer support independently or in support of the work of a more senior specialist.

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

Performs routine and recurring assignments in the delivery of customer support services, completing assignments independently or in support of higher graded specialists. Performs the following major duties associated with these assignments:

- Diagnoses and resolves problems in response to customer reported incidents; and reports, responds to, and resolves customer requests. Updates and maintains problem tracking/ticketing systems to track and identify customer needs, as well as to discuss requirements with the customer to resolve the customer need.
- Installs, configures, and tests software on customer workstations; and installs, configures, upgrades, and troubleshoots hardware and software components.
- Participates in the planning and delivery of a full range of customer support services to the organization. Participates in evaluating effectiveness of customer support services and impacts of proposed IT initiatives to services.
- Presents 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.
- Participates in internal staff meetings, sharing information obtained through research of tracking/ticketing systems, presenting alternatives and recommendations for improving customer service delivery, and assisting higher graded specialists in preparing for such meetings or data calls.
- Ensures application 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 1-6, 950 Points

Knowledge of, and skill in applying, IT and IT customer support principles, methods, and practices; IT security methods and procedures; and performance monitoring principles and methods sufficient to perform routine and recurring assignments in the delivery of customer support services, such as diagnosing and resolving customer problems and incidents and updating tracking/ticketing systems, and to assist more experienced specialists in resolving more complex problems.

Skill in troubleshooting routine IT customer support problems and issues and skill in documenting issues and the resolution.

Skill in installing, configuring, and testing software on customer workstations; and installing, configuring, upgrading, and troubleshooting end user devices and components used in the customer environment.

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

Skill in communicating, both in writing and in oral presentations, to provide guidance to customers, provide effective technical documentation of customer service activities/actions, provide customer training, and participate on functional teams.

Skill in analytical methods sufficient to participate in individual and team research and problem solving assignments and to participate in addressing customer service delivery improvements.

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

Factor 2. Supervisory Controls; Level 2-3, 275 Points

The supervisor discusses possible problem areas and defines objectives, plans, priorities and deadlines for the incumbent's assignments. Most assignments at this IT level have clear precedents requiring successive steps in planning and execution. The incumbent is expected to independently plan and carry out the assignments in conformance with accepted policies and practices, adhere to instructions, policies and guidelines while exercising judgment to resolve commonly encountered work problems and bring controversial information and findings to the supervisor's attention. Controversial or unusual situations are brought to the attention of the supervisor. Supervisor reviews completed work for technical soundness, policy conformance, adherence to deadlines, and effectiveness of approach. The methods used to complete an assignment are not usually reviewed in detail.

Factor 3. Guidelines; Level 3-3, 275 Points

The incumbent utilizes a wide variety of reference manuals, regulations, and directives that are not always directly applicable to individual issues and problems or may have gaps in specificity.

Precedents are available outlining a preferred approach to general IT problems and issues. The incumbent uses judgment in researching, choosing, interpreting, modifying, and applying the available guidelines in the course of adapting them to specific problems and issues.

Factor 4, Complexity; Level 4-3, 150 Points

Work consists of various duties that involve applying a series of different and unrelated processes and methods. Incumbent decides what needs to be done based on analyses of the subjects and issues related to the assignment, selecting appropriate courses of action from many acceptable alternatives. Incumbent identifies and analyzes important factors and conditions in order to recognize and apply an understanding of interrelationships among different IT functions and activities.

Factor 5. Scope and Effect; Level 5-3, 150 Points

Work involves resolving common customer problems, identifying trends and recommending improvements to customer service delivery, and applying established procedures to address customer requests. 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 problems and delivery of services; the work impacts the quality and reliability of IT services.

Factors 6/7. Personal Contacts/Purpose of Contacts; Level 2b, 75 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 plan, coordinate and advise on work efforts and to resolve IT issues or operating problems by influencing or persuading others working toward mutual goals and having cooperative attitudes. The contacts typically involve identifying options for the resolution of problems and issues.

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: 1885
Grade Range: 1855 - 2100
Grade: GS-09