

**IT SPECIALIST (CUSTSPT/INET)
GS-2210-11
POSITION EVALUATION SUMMARY**

Organization: Various USACE Districts

Position No.: _____

Evaluation Factors	Factor Level Used (FL No., etc.)	Points Assigned	Comments
1. Knowledge Required by the Position	FL 1-7	1250	See Page 1 & 2
2. Supervisory Controls	FL 2-4	450	See Page 2
3. Guidelines	FL 3-3	275	See Page 2
4. Complexity	FL 4-4	225	See Page 2
5. Scope and Effect	FL 5-4	225	See Page 3
6/7. Personal Contacts and Purpose of Contacts	Level 2B	75	
8. Physical Demands	FL 8-1	5	
9. Work Environment	FL 9-1	5	
Total Points		2510	Standards Used GS-2200, IT Guide, dated May 2001
Grade Conversion		GS-11 2,355-2750 point range	

Additional Remarks:

1. The assignments and requirements of this job fully equal the occupational series definition for the Information Technology Management occupational series reflected on page 4 of the above referenced PCS and therefore this job is properly classified to the GS-2210 occupational series. It is titled as IT Specialist (CUSTSPT/INET) since the assignments involve work in two of the IT Specialties (customer support and Internet services) that each have significant importance to the position and have equal grade level value (reference page 4 of the above referenced PCS).

2. Brief analysis of the reasoning for above evaluations for grade impacting factors is provided as follows:

- **FL 1-7 (1250 Points)** – The knowledge requirements of this job exceed FL 1-6 requirements where specialists normally participate and/or assist in design/development of IT systems. Subject job includes requirements for serving as a technical specialist for customer support functions pertaining to complex IT equipment, software and systems in the District; and, planning, designing, developing, testing, and implementing Internet, Intranet, and Extranet activities within the District. Additionally assignments

include the independent provision of advisory and technical guidance services within a USACE District. This is consistent with Level 7 requirements. The knowledge requirements of this job do not meet FL 1-8 requirements. At that level, specialists are required to have and apply a mastery advanced IT principles, concepts methods standards, and practices to develop and interpret policies, procedures and strategies governing the planning and delivery of services **throughout an agency** (i.e. Department of the Army); provide expert technical advice on critical IT issues; apply new developments to previously unsolvable problems; and make decisions and recommendations significantly influencing important agency IT policies or programs. Illustrations of FL 1-8 assignments include leading the development of agency level internet policies, managing special projects that have significant impact on the delivery of customer service, and other illustrations reflected on pages 94 & 96 of the Guide. Such FL 1-8 requirements are not typical of this job.

- **FL 2-4 (450 Points)** – The supervisory controls of this job exceed FL 2-3 requirements where supervisors define/provide plans and approaches for specialists to follow; there are clear precedents to follow; and the specialist resolves common problems but takes more difficult problems to supervisor for resolution. Specialists assigned to this job participate with supervisor in determining time frames and possible approaches and independently plan approaches, methods to be used, apply new methods to resolve complex, controversial, unprecedented problems. This is consistent with requirements reflected at FL 2-4 on page 47 of the above referenced PCS. This position does not contain FL 2-5 requirements where specialists work under broad administrative supervision and are responsible for and serve as **technical authorities for significant agency or equivalent level IT program/function** where specialists define the objectives of an assignment associated with the program/function.

- **FL 3-3 (275 Points)** – The guidelines of this job exceed FL 3-2 requirements where specialists use a number of guidelines that are directly applicable to assignments, prescribe established procedures, and provide clear precedents. The guidelines used by specialists covered by this job are a direct match to FL 3-3 guideline criteria reflected on Page 50 of the GS-2200 Guide where specialists use a wide variety of reference material and manuals but the guides are not always directly applicable. The guideline requirements of this job fail to equal FL 3-4 requirements where guidelines are general in nature with little specificity regarding approaches to be used in accomplishing the work. At that level, and unlike subject job, guidelines are very broad, have gaps in specificity, require significant modification and adaptation and typically require deviation from traditional methods or approaches. Such characteristics are not typical of the guidelines and the judgment required in their application for this job.

- **FL 4-4 (225 Points)** – Complexities of this job exceed in value that reflected for FL 4-3 where specialists are concerned with applying a series of different and unrelated processes and methods, and selecting appropriate courses of action from many acceptable alternatives. The assignment complexities of this job involve many different and unrelated processes/methods pertinent to IT customer service and Internet functions in situations where there is a need to consider different approaches to deal with incomplete/conflicting data. This requires the use of judgment/originality in interpretation of data, planning the work and refining methods/techniques of the work. This is consistent with FL 4-4 specialist positions. The complexities of this job fail to fully equal FL Level 4-5 where work requires in-depth analysis pertinent to a broad range of multiple IT activities and typically require decisions involving major uncertainties requiring the conception and development of solutions to highly complex technical issues. While the assignments in this job do involve in-depth analyses of IT customer support and Internet service issues/situations there is no requirement for decision making involving major uncertainties regarding the most effective approach of methodology to be applied. Illustrations of FL 4-5 complexities include those such as planning and coordinating actions with interagency infrastructure protection groups to ensure integrated response to potentially extensive problems, leading multi-disciplinary Web site teams, etc. The complexities of the work of this job fall short of the complexities

reflected for FL 4-5 evaluation criteria on page 54 and the FL 4-5 illustrations found on pages 123 & 124 of the guide.

- **FL 5-4 (225 Points)** – The scope and effect of the work of this job exceeds FL 5-3 requirements where work involves a variety of **common** problems or situations that are resolved using established criteria and work impacts IT systems support services or the quality and reliability of the services. The Scope and effect of the work of this job fully equals FL 5-4 requirements where positions must establish criteria, formulate projects, etc., for a variety of unusual conditions/problems in situations where the work affects a wide range of activities/organizations. It fails to equal FL 5-5 requirements where work centers on unprecedented conditions; the resolution of critical problems; and/or the development, testing, and implementation of new technologies. Furthermore the effect of the assignments of this job fail to equal FL 5-5 requirements where work affects the work of other technical experts or the development of major aspects of agency wide (DA wide) programs. The impact of the work of this job is locally within the District to which assigned. Therefore, this position is properly credited with a FL 5-4 evaluation.

- The last four Factors (Factor 6,7,8, and 9) are clearly evaluated to the levels reflected above and do not need supplemental evaluation analysis.