

## Position Description - Final

PD #:  
Shred:

Replaces PD #:

**IT Specialist (CUSTSPT)**

**GS-2210-12**

**Installation:**

**Major Command:  
Region:**

**Citation 1: OPM, JFPCS Administrative Work in the Information Technology Group, GS-2200, dtd. May 2001 (Series Coverage, GS-2210)**

**Classified By:  
Classified Date:**

**FLSA:  
Career Program:  
Functional Code:  
Competitive Area:  
Competitive Level:**

**Drug Test Required:  
Financial Disclosure Required:  
Requires Access to Firearms:  
Position Sensitivity:  
Emergency Essential:**

**CIPMS PD:  
Acquisition Position:  
Interdisciplinary:  
Target Grade/FPL:  
Career Ladder PD:**

### MAJOR DUTIES

**Summary:** Serves as the technical expert for Information Technology (IT) Customer Support services within a District of the U.S. Army Corps of Engineers (USACE). Work spans the installation, configuration, troubleshooting, customer assistance, and training to support of and response to District requirements. Within this specialty area, participates in accomplishing technical, analytical and advisory functions pertinent to the development of local policies, plans, and processes and ensuring that work accomplished is in compliance with higher authority policies and guidelines. Ensures the rigorous application of information security/information assurance policies, principles and practices in accomplishing the customer support functions of this job. In this capacity, performs the following:

1. Serves as the District primary technical specialist and focal point for the planning and implementing customer support services covering all District IT equipment, software, systems, interfaces and networks. Plans, develops, coordinates and implements systems/efforts to provides assistance and guidance to District users in both business and technical areas; review applications to assure compliance with regulations; and orient and train users in proper access and usage procedures. Serves as the technical expert and lead on temporary teams comprised of subject matter specialists and lower grade journeyman IT Specialists assigned to assist in broad based customer support projects. Is typically assigned the most difficult and complex District IT support situations and problems.

**80%**

- Serves as a problem solver and advisor and provides operational support for District users of IT equipment, software, networks, and systems. Discusses operating problems and procedures with District officials and specialists at all levels and identifies IT improvements and ways to provide greater effectiveness and economy of services. Develops plans for installing, configuring, troubleshooting and maintaining District user IT equipment and software. Consults with and advises District IT Specialists in

other specialty areas and experts at the Division and USACE HQ levels to develop integrated problem resolution plans. Recommends new and untried problem resolution methodology. Reviews installed systems and diagnoses problems encountered in the use of the systems. Resolves problems and conflicts with occasionally uncooperative vendors/manufacturers when procured items do not meet with prescribed specifications. Serves as troubleshooter for District operating system software problems and applications and software interfacing problems of an unusual or difficult nature. Investigates frequent or significant transmission/communication software problems. Evaluates alternative approaches to problem resolutions; frequently modifies and adapts precedent solutions to unique requirements to solve a variety of computer program problems and adapts precedents and makes significant departures from previous approaches to similar programs in order to make a better program/programs interrelationship. Determines courses of action on such matters as whether it would be cost effective to modify a system.

- Plans, coordinates, implements and provides training to system users on new or changed Operating systems, hardware, software, and the application of information assurance and security policies and guidelines. Studies reports and logs of IT user problems encountered in the various District organizations and structures training programs to fit user needs. Leads and accomplishes the provision of individual counseling and plans, implements and conducts formal classroom training sessions. Plans and conducts District meetings, seminars and conferences concerning new IT support procedures, equipment, methods and approaches. Establishes the technical procedures to be followed in resolution of system and/or component problems. Develops and implements systems for provision guidance and assistance pertinent to problems in the use of assigned systems. Interprets and explains higher authority and IT/customer support regulations, policies and directives and establishes and prepares local procedures, policies, guidelines and training programs for District automation users. Issues technical information and bulletins via the Intranet concerning IT user problems and resolutions.

- Performs a variety of duties pertinent to obtaining and using contractor services in planning and providing District customer IT support. Coordinates with representatives of other Information Management (IM) organizations, Contracting Division, and user organizations in developing contracts. Prepares statements of work and ensures that proposals are consistent with District plans and budgetary requirements. Establishes contractor guidelines and defines goals and reviews and measures contractor accomplishments in accordance with contract terms and specifications. Plans contractor work, sets priorities and schedules for completion of work. Reviews work completed by contractor team and accepts or rejects that work in accordance with the terms of the contract. Serves as problem solver and advisor to contract personnel for various microcomputer operations support.

- Serves as the lead on broad comprehensive IT customer support studies. Leads the efforts of IT Specialists and subject matter personnel assigned to study teams organized under the matrix management concept. Provides technical direction and represents the group at meetings and presentations within the District. Represents the District at Division HQ meetings covering customer support plans, studies and processes. Ensures that the results of Customer Support studies and planning are compatible with Division and HQ USACE initiatives and plans.

2. Leads/directs or accomplishes a variety of administrative IT management processes **20%** associated with the District IT equipment loan program to ensure that all District office and field offices have access to state-of-the-art equipment. Plans, directs and accomplishes broad-based studies to determine current and future use of IT equipment, methods of upgrading outdated equipment, and needs for new equipment and plans and coordinates the acquisition of new equipment. Exercises property accountability for IT equipment and the tracking of documentation and location. Develops and maintains databases to track the assignment, utilization and movement of IT equipment.

## **Performs other duties as assigned**

### **Factor 1 – Knowledge required by the position**

**FL 1-7 1,250 pts.**

- Broad knowledge of a wide range of IT standards, principles, concepts, methods, policies, and authorized approaches for IT as well as the full variety of District applications, operating systems and components, protocols, and the equipment and software used in District organizations in order to plan and conduct customer support functions and study District user problems and identify/develop and implement the best methods, procedures and processes to resolve such problems, reduce and minimize disruptions in critical user business activities and to provide the most effective support for District users. Knowledge of the provisions and state-of-the-art IT equipment and software and approaches to networking and interfaces as well as the District's existing IT infrastructure to determine their applicability and susceptibility for use with the District to resolve recurring user problems.
- Knowledge of and skill in applying the principles and methods for integrating information systems components; performance tuning tools and techniques and systems diagnostic tools and fault identification techniques to diagnose user IT problems and determine and plan for and accomplish the application of corrective actions.
- Knowledge of the organizational structures, functions, work processes/programs of the District, as well as a high degree of analytical ability to gather, assemble and analyze facts, draw conclusions and devise solutions to problems which will increase the effectiveness of the District business process. Applies knowledge of project management principles, practices and methods in serving as the lead on special District and/or division teams to study and resolve broad-based customer support problems and situations. Knowledge of and experience in the use of oral and written communication methods and techniques to accomplish continuing coordination with District customers, plan and conduct presentations at District and Division HQ levels and plan/conduct/participate in District IT training.

### **Factor 2 – Supervisory Controls**

**FL 2-4 450 pts.**

Supervisor assigns functional responsibilities, outlines of overall objectives to be achieved, and the resources available for use. Assignments may self-generated, come directly from the user/customer or from the supervisor. Exercises continuing responsibility for assignments pertaining to the District IT Customer Support specialty matters. Consults with the supervisor on matters pertaining to timeframes, scopes of assignments, stages of the work or application process and possible approaches on controversial or problematic situations. Independently applies and interprets guidelines and regulations and plans, analyses and organizes projects associated with assignments. There is a continuing requirement for coordination (users and other impacted IM Specialists), and the incumbent independently plans and carries out the necessary coordination including that involving lower level IM Specialists and efforts of contract employed persons. Is the highest level of expertise within the District concerning IT customer support program matters and related problem resolution and independently provides advice and guidance within the District and resolves problem matters. Completed work is typically accepted without technical change but is reviewed for effectiveness in meeting user requirements, conformance with policy, accomplishment within acceptable timeframes, and customer satisfaction.

### **Factor 3 – Guidelines**

**FL 3-4 450 pts.**

Guidelines include agency regulations, manuals and policies which provide overall goals and define limitations and overall objectives; USACE regulations, policies and procedures concerning IT customer support and services; District regulations and guidelines; and a variety of manufacturers' manuals and handbooks pertaining to the wide range of IT equipment and software in use in the District. The

Customer Support assignments of this job typically are those of the most complex in the District and/or have broad impacts and the guides covering this level of work are typically broad and frequently require interpretations and deviation from previously used methods. Regularly, the incumbent must use ingenuity and experienced judgement in adapting existing established planning methodology, extensively interpreting higher authority policies to enable the development of effective and applicable local policies and guidelines to govern District customer support. The incumbent develops new methods and approaches to resolve recurring and unique IT user problems and satisfy District requirements. The incumbent must interpret higher authority guidelines, considering the intricacies and problems encountered in the conduct of District automation processes, and develop local guides, policies, standard operating procedures, bulletins and fact sheets for distribution and use within the District concerning a myriad of the automation functions and processes. The incumbent must apply judgement to anticipate problems, research trends in state-of-the-art technology, and develop special adaptations to satisfy requirements.

**Factor 4 – Complexity**

**FL 4-5 325 pts.**

Assignments involve serving as the District expert and focal point for the planning and accomplishment of customer support problem resolution studies requiring in-depth analysis and evaluation of a myriad of complex factors dealing with District use of IT networks, systems, databases, and associated IT equipment and software and many different unrelated processes and methods. Exercises responsibility for serving as the District focal point concerning customer support/assistance needs including problem resolution. Continuing changes in District business requirements, the rapidly changing IT environment substantially increase the complexity of the IT user problems encountered by the incumbent and the methodology used in problem resolution. Typically, user problems are widely varying and present the need for quick response in responding to District customer service problems and identify and implement actions to correct performance deficiencies. Remains current on changing IT equipment and software technology and continuously evaluate changing future organizational IT needs. Applies experienced judgement and ingenuity to develop new customer service systems, strategies, policies, procedures, methods, standards and techniques to identify potential IT service problems, assess performance and user problems, resolve actual problem situations and for application to resolve incompatibilities between user business process needs and ways of doing business and automated system requirements. The incumbent must continuously assess the District customer support program in meeting customer demands and develop new and changed initiatives to assist District users. Work complexity is made additionally complex by the need to extensively coordinate with Specialists in other IT specialties within the District, at Division HQ and with experts and specialists at other Districts to ensure the development and application of uniform problem resolution approaches and customer support strategies compatible with higher authority guidance.

**Factor 5 – Scope and Effect**

**FL 5-4 225 pts.**

The work of this position involves serving as the center of expertise and focal point within the District concerning customer support and District IT user situations, and problems. The work also involves planning, coordinating, and conducting/directing in-depth studies and analysis of District IT user problems trends and needs and developing strategies and plans to satisfy those needs and resolve problems, leading to the implementation of revised or modified procedures, new or modified IT hardware, changed system interfacing procedures and techniques and new or modified District IT training programs. The work of this position enables District users to effectively and efficiently apply information technology to accomplish their technical and administrative business processes.

**Factor 6 - Personal Contacts**

**FLs 6-3 & 7-c 180 pts.**

**Factor 7 – Purpose of Contacts**

Contacts are with IM Managers and Specialists at all levels within the employing District organizations; technical specialists and experts in similar specialties in other Districts; managers and technical experts/specialists in the Division HQ offices; with HQ USACE specialists and functional proponents of major Corps corporate systems, and IT experts; and occasional contacts with IT experts at the DA level and other federal agencies. Contacts regularly include meetings with contractors, equipment manufacturer’s representatives, providers of services (e.g., software) related to technological developments applicable to the project, and members of USACE technical committees. Contacts typically take place in moderately unstructured settings.

Contacts are to exchange information, determine IT system requirements, coordinate study work processes and problem resolution matters, plan customer support study processes and strategies, and provide progress reports. Additionally, contacts are frequently to influence others to utilize methods and procedures developed or sell them on the use of changed IT user features and problem resolution processes, short and long range customer support action plans, changed customer support policies or provisions of guides or to resolve inequities and incompatible situations involved. Contacts with HQ USACE are to coordinate the use of standard USACE-wide user support systems and processes, coordinate IT plans, coordinate problematic matters and issues, persuade them to adopt modified IT user support initiatives or policy changes and obtain and provide information concerning the broad-based IT situations that arise.

Contacts are with IM Managers and Specialists within the employing District organizations; technical specialists in similar specialties in other Districts; managers and technical experts/specialists in the Division HQ offices; with HQ USACE specialists and functional proponents of major Corps corporate systems, and IT experts; and occasional contacts with IT experts at the DA level and other federal agencies. Contacts regularly include meetings with contractors, equipment manufacturer’s representatives, providers of services (e.g., software) related to technological developments applicable to the project, and members of USACE technical committees. Contacts typically take place in moderately unstructured settings.

Contacts are to exchange information, determine data requirements, coordinate study work processes and problem resolution matters, plan study processes, and provide progress reports. Additionally, contacts are to influence others to utilize methods and procedures developed or sell them on the use of problem resolution methodologies and techniques, planned action, or resolve inequities and incompatible situations involved with recurring broad based user problems. Contacts with HQ USACE are to coordinate the use of USACE-wide problem resolution methods and techniques and obtain and provide information concerning the use of methodology.

**Factor 8 – Physical Demands**

**FL 8-1 5 pts.**

Work is sedentary in nature

**Factor 9 – Work Environment**

**FL 9-1 5 pts.**

Work is performed in a typical office setting.

**Total points – 2,890 pts. (2,755 - 3,150 GS-12 point range)**

