

PD #:
Shred:

Position Description - Final

Replaces PD #:

IT Specialist (SYSADMIN)

GS-2210-11

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 an Information Technology (IT) Specialist assigned to the Information Management (IM) organization of a U.S. Army Corps of Engineers (USACE) District with the responsibility for planning, planning and coordinating the installation, testing, operation, troubleshooting and maintenance of District IT equipment and software systems. Conducts System Administration (SA) planning, coordination, modification, implementation and troubleshooting to support District customer needs. Administers assigned systems, including associated IT equipment and software and numerous interfaces, included in the District Local Area Network (LAN) and Wide Area Network (WAN). Within the SA 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. In accomplishing assignments, ensures the rigorous application of information security/information assurance policies, principles, and practices. Performs the following:

1. Conducts system administration studies and recommends necessary IT action pertinent to all aspects of District network support. Plans and schedules the installation of new or modified hardware, operating systems, and software applications. Coordinates and reviews the testing of vendor-provided software. Accomplishes continuing review of District hardware and software ensuring that it is responsive to District user needs. Manages accounts, network rights and access to systems and equipment. Manages system resources, the installation and integration of systems fixes and workarounds, updates, and enhancements including performance, capacity, availability, serviceability, and recoverability. Identifies and recommends considerations for use in local SA standard operating procedures. Maintains systems configuration as well as resolving IT equipment/software interfaces and interoperability problems.
2. Advises other IM Specialists and managers in other District organizations in implementing approved automated systems. Develops automated programs, using appropriate computer languages, needed to

process planned automated systems. Analyzes planned logic and workflow through the computer and related equipment and develops planned approaches or revisions necessary. Identifies and coordinates the development of sample test data needed to simulate all possible conditions designed into the planned automated systems. Runs or coordinates related debugging and problem resolution. Ensures that complete programs will utilize the minimum amount of computer and related equipment processing time consistent with system objectives. Provides detailed operating instructions for IT equipment. Reviews and recommends approval or disapproval of all significant deviations from previously approved automated systems. Plans, coordinates, and implements periodic reviews of installed automated systems to determine if approved systems plans have been effectively installed and to ensure that planned technical, economic or other benefits are being achieved. Ensures that District customers are provided the most current versions of applicable software as they become available. Identifies the need for and recommends revisions to planned systems or develops and authorizes the use of systems deviations to facilitate achievement of planned objectives. Prepares reports pertinent to follow-up findings and makes oral and written presentations to District IM managers and District organizational users.

3. Maintains and documents in-house computer configurations. Recommends Software procedures for use by the operations staff and identifies and recommends standards and criteria for assessing network server performance. Evaluates machine usage and on the basis of current usage patterns, develops plans for the necessary acquisition to support future District automation (IT equipment and software). Advises other IT Specialists within IM organization concerning system level errors and the available hardware and software procedures necessary for the correction of system errors. Implements systems software changes and new operating system releases and maintains the operational status of systems by isolating errors and in concert with vendors technical staff, develops corrections to either IT equipment or software malfunctions. Prepares, recommends, coordinates and implements plans for the recovery of system data in the event of IT equipment or software failure. Provides interpretations of higher authority regulations and guidance concerning systems administration.

Performs Other Duties as Assigned

Factor 1- Knowledge Required by the Position

FL 1-7 1,250 pts.

- Knowledge of a wide range of IT standards, system principles, concepts, methods, policies, and associated tools to maintain the District network of automated systems and develop, evaluate, implement and disseminate affective systems processes/measures within the District; and, to provide advisory services pertinent to, administration of IT automated systems. Knowledge of a wide range of authorized approaches for IT as well as the full variety of District applications, operating systems, components, protocols, and the hardware & software used in customer organizations. This knowledge is required to conduct SA functions and plan approaches/actions to protect the integrity and confidentiality of automated systems, networks and data. Knowledge of network operations and protocols to study, monitor, investigate, evaluate, asses and remedy identified and potential systems administration and compliance problems. Knowledge of state of the art automation methods, techniques, equipment and processes provide advice and guidance to all District elements concerning information SA matters.
- Knowledge of and skill in applying principles and methods for integrating information systems components, performance tuning tools and techniques and systems diagnostic tools and fault identification techniques to install and maintain software and IT equipment, control current versions and future releases of software applications, optimize the functionality of networks and systems, and diagnose and recover failed systems. Knowledge of District IT resources and infrastructure including automated systems, equipment and software, and system technology to serve as an IT Specialist within the District concerning District IT Systems Administration. Knowledge of the organizational structures, functions, work processes/programs of District organizations, 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 IT program. Knowledge of and experience in the use of oral and written communication methods and techniques to accomplish coordination with District customers.

Factor 2 – Supervisory Controls

FL 2-4 450 pts.

Supervisor assigns functional responsibilities, outlines of overall objectives to be achieved, and resources available for use. Assignments may come directly from the user/customer or from the supervisor. 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. 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 3-3 275 pts.

Guidelines include agency regulations, manuals and policies which provide overall goals and define limitations and overall objectives; USACE regulations, policies and procedures concerning all automated systems and net works associated with the District IT program; 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. Must use judgement in selecting the proper guide to apply to assignments and interpreting such guidelines as necessary to fit differing conditions. Uses precedent approaches making adaptations to compensate for differing problems or issues. Applies judgement to anticipate problems, research trends in state-of-the-art technology, and develop special adaptations to satisfy requirements.

Factor 4 – Complexity

FL 4-4 225 pts.

Systems Administration work includes the planning, coordination, modification, implementation and troubleshooting of all servers for the District Local Area Network and the Wide Area Network to ensure continued effective functioning and maintenance. Work requires the analysis, study and consideration of a variety of complex automation/systems factors and many different and unrelated processes and methods (Planning and scheduling the installation of new or modified IT equipment, software and operating systems; coordinating testing of vendor provided software; maintaining and documenting in-house computer configurations; providing advisory services to numerous District users; studying and resolving system/network problems; scheduling server maintenance and preventative maintenance; etc.). Applies judgement and ingenuity in the analysis and resolution of systems problems, recommending the application of improvements in the management of network servers, and coordination with numerous District users concerning the effective operation and maintenance of District networked systems.

Work is made complex by the continuing changes in District business requirements and the rapidly changing IT environment all of which impact or are impacted by network requirements. Overall responsibilities require the consideration of state-of-the-art technology as well as numerous USACE-wide standard systems and hardware platforms requiring the use of a variety of techniques and methods to develop and evaluate alternatives to best fit District requirements.

Factor 5 – Scope and Effect

FL 5-4 225 pts.

Assignments span the planning, analysis, development, implementation and maintenance phases of the District IT programs and the full range of IT systems administration/network requirements pertinent to District information technology infrastructure. Systems administration work covers IT equipment, software, all network servers, and a myriad of system interfaces. Systems Administration functions include developing plans, standards and criteria for monitoring, assessing the continued functionality of all District network servers.

The work impacts the continuing accessibility and availability of a variety of mission critical applications. Work enables District users to effectively and efficiently apply information technology to accomplish their technical and administrative business processes using systems and networks. Work involves evaluating and recommending selection of, and providing training to District users pertinent to, new systems, diagnostic tools and the implementation of these tools to ensure the availability and functionality of systems required to support the District mission and work processes.

Factor 6 - Personal Contacts

FLs 6-2 & 7-b 75 pts.

Factor 7 – Purpose of Contacts

Contacts are with IM Specialists within the employing organization, contractor management and specialist personnel, users within the District (in any of the mission and support divisions and separate offices) and occasionally with information managers and specialists at the Division headquarters level in moderately structured settings.

Contacts are to exchange information, determine IT system requirements, coordinate study work processes and problem resolution matters, plan study processes, and provide progress reports. Contacts and coordination is carried out in a cooperative environment and include efforts to influence others to utilize methods and procedures developed or sell them on the use of system IT techniques, planned action; or resolve inequities and incompatible situations involved with the system(s). Contacts with Division HQ personnel are to coordinate the use of standard systems, coordinate IT plans, coordinate system administration matters and issues and obtain and provide information concerning the broad-based IT situations that arise.

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 – 2,510 pts. (2355 – 2750, GS-11 point range)