

Information Technology Specialist GS-2210-5

Introduction:

The incumbent is a trainee Information Technology Specialist. Work assignments are specifically designed to provide the incumbent with experience and training in a variety of well defined tasks, to expose the employee to IT methods and practices, and to provide a foundation for more responsibility.

Major Duties

Performs a variety of basic IT tasks. Typical tasks may include:

Collecting specific information from reference sources, software utilities, or customers.

Performing basic troubleshooting of networks, web pages, work stations, or personnel computers under close direction of more senior IT staff.

Performing routine maintenance of electronic files including tasks such as making tape/disk back up copies of hard disk information, retrieving files from back up tapes/disks, or using file transfer protocol (FTP) software to add or update files on Web servers.

Performing minor editing of HTML documents.

Staffing an IT help desk to record information on customer problems, offer basic solutions, and forward problems to the appropriate IT staff member.

Perform basic installations or upgrades of common hardware or applications software.

Provide basic computer security briefing to new employees. Issue, reset, and deactivate passwords and customer accounts.

Factors

1. Knowledge Required by the Position Factor Level 1-5 750 points

Knowledge of basic IT principles and practices sufficient to perform highly structured, entry-level work designed to develop broader and more in-depth knowledge and skill needed to perform higher-level assignments.

Basic oral and written communication skills to communicate factual and procedural information clearly.

Ability to gather and analyze basic facts and draw conclusions.

Basic knowledge of information security practices and policies.

2. Supervisory Controls Factor Level 2-2 125 points

The supervisor instructs the employee on the purpose of the assignment and its scope, limitations, expected deadlines, and priorities. The supervisor also advises the employee on peculiarities of new assignments. The employee works independently, but within the framework established by the supervisor and in conformance with established practices and prescribed procedures. The employee refers problems not covered by the supervisor's instructions or guides to the supervisor for help or a decision. The supervisor reviews completed work closely to verify accuracy and conformance to required procedures and special instructions; reviews findings and conclusions to ensure they are supported by facts; and typically reviews in detail the more difficult work of a type the employee has not

previously done.

3. Guidelines

Factor Level 3-1 25 points

The employee uses specific and detailed guidelines that cover all aspects of the work. The employee works in strict adherence to available guidelines which require little or no judgment. The supervisor or designated employee must authorize any deviations from the guidelines.

4. Complexity

Factor Level 4-2 75 points

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

5. Scope and Effect

Factor Level 5-1 25 points

The primary purpose of the position is to provide the IT Specialist with the training and experience to perform work at a more responsible level. Assignments will include specific, routine duties that include a few separate tasks or procedures and those which familiarize the employee with IT programs and services. 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.

6. Personal Contacts

Factor Level 6-2

Contacts are primarily within the immediate office and with IT customers.

7. Purpose of Contacts

Factor Level 7-A - 6-2 & 7-A 45 points

The purpose is to obtain and provide information.

8. Physical Demands

Factor Level 8-1 5 points

The work is sedentary, but may involve extended periods working at a keyboard and monitor. Work may also involve carrying or moving computer components and supplies.

9. Work Environment

Factor Level 9-1 5 points

The work area is adequately lighted, heated, and ventilated.

Total Points 1055 Point Range 855 - 1100 = GS-5