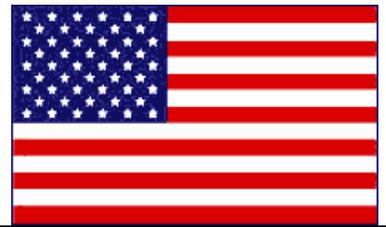




PORTLAND VA MEDICAL CENTER

*Portland, Oregon Division
 Vancouver, Washington Division
 Community Based Outpatient Clinics
 Salem, OR Bend, OR
 Camp Rilea (Warrenton, OR)*



NOTICE OF VACANCY

1. <u>Announcement Number</u> MP-08-498-SJ	2. <u>Title, Series, Grade, Salary</u> IT Specialist (Customer Support) (81350/1772) GS-2210-9/11 \$56,369 to \$73,282 per annum (Based on full-time employment)	3. <u>Tour of Duty</u> 8am to 4:30pm M-F	4. <u>Duty Station</u> Office of Information Technology, Portland Division
5. <u>Type & Number of Vacancies</u> Permanent 1 Full-time position	6. <u>Contact</u> Human Resources Assistant 503-273-5236	7. <u>Opening Date</u> 6/30/08	8. <u>Closing Date</u> 7/21/08

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 employees of the Portland VA Medical Center eligible under the interchange Agreement. Included are permanent employees of the Willamette National Cemetery, Regional Office, Veterans Outreach Center and Veteran's Canteen.

MAJOR DUTIES:

The incumbent functions as is the senior computer specialist and team leader with advanced skills in the Portland VA Medical Center (PVAMC) computer operations environment. The incumbent works closely with end-users and the Technical Applications Coordinator's (TAC) and ADPACS to develop and manage customers service performance requirement; develop customer support policies, procedures and standards; research, evaluate, and provide feedback on problematic trends and patterns in customer support requirements; diagnose and resolve problems in response to customer requests; and ensure the rigorous application of information security policies, principles, and practices in the deliver of customer support services. This includes identification of the problem or performance needs of customers, researching, development and implementation of the identified solution. The incumbent will be responsible for independently installing, configuring, troubleshooting, and maintaining custom hardware and software. Hardware devices range from printers to laptops to desktop PCs. Software support includes all of the clinical and administrative applications used at the PVAMC including CPRS, Vista Imaging, Win9x, NT, Windows 2000, Microsoft Office, VISTA, and other applications as identified by PVAMC's Technology and Information Management (TIM) services. Leads a team of employees. Provides guidance and technical direction for accomplishing the work of the team. Ensures the work assignments of employees in the team are carried out. Trains or arranges for the training of team members in the accomplishment of tasks or projects. Monitors and reports on the status and progress of work, checking on work in progress and reviewing completed work to see that the supervisor's instructions on work priorities, methods, deadlines and quality have been met.

THIS POSITION IS IN THE BARGAINING UNIT

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-2210 series applies and may be reviewed in the Human Resources Management Service office. Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.

Specialized Experience: One (1) year of specialized experience equivalent to the next lower level in federal service. Experience must have equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position and that is typically in or related to the work of the position.

GS-9: Experience that demonstrated knowledge of computer requirements and techniques in carrying out project assignments consisting of several related tasks, such as typically is the case in development of minor modifications to parts of a system on the basis of detailed specifications provided. The assignments must have shown completion of the following, or the equivalent:

- Analysis of the interrelationships of pertinent components of the system;
- Planning the sequence of actions necessary to accomplish the assignment; and
- Personal responsibility for at least a segment of the overall project.

GS-11: Experience that demonstrated accomplishment of computer project assignments that required a range of knowledge of computer requirements and techniques. For example, assignments would show, on the basis of general design criteria provided, experience in developing modifications to parts of a system that required significant revisions in the logic or techniques used in the original development. Accomplishments, in addition to those noted for the GS-9 level, normally involve the following, or the equivalent:

- Knowledge of the customary approaches, techniques, and requirements appropriate to an assigned computer applications area or computer specialty area in an organization;
- Planning the sequence of actions necessary to accomplish the assignment where this entailed coordination with others outside the organizational unit and development of project controls; and
- Adaptation of guidelines or precedents to the needs of the assignment.

Substitution of Education for Experience: Major study--computer science, information science, information systems management, mathematics, statistics, operations research, or engineering, or course work that required the development or

(Continued on next page)

adaptation of computer programs and systems and provided knowledge equivalent to a major in the computer field. **GS-9:** Master's or equivalent graduate degree or 2 full years of progressively higher level graduate education leading to such a degree or LL.B. or J.D., if related. **GS-11:** Ph.D. or equivalent doctoral degree or 3 full years of progressively higher-level graduate education leading to such a degree or LL.M., if related. If using education as a substitute for experience, please submit a copy of your college transcripts with application packet.

BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))

On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to rating factors will result in applicant not being referred for the position:

1. Knowledge of Federal IT policies & procedures and the Medical Center's organizational structure, programs, mission, and goals sufficient to adequately analyze customer needs and provide solutions.
2. Knowledge of a wide variety of applications, operating systems, protocols and equipment used at the PVAMC such as CPRS, Vista Imaging, Windows NT, Windows 2003, Microsoft Office, VISTA, etc.
3. Ability to apply structured analysis principles and methods sufficient to develop requirements and specification for systems that meet customers' needs.
4. Ability to communicate, orally and in writing, highly technical information to team members and to a wide range of customers with diverse backgrounds.
5. *Ability to lead a customer support team and provide technical leadership to groups or on projects.

CONDITIONS OF EMPLOYMENT:

Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future

Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.

Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.

This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis

The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.

It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

HOW TO APPLY:

Portland VAMC Permanent Employees must submit:

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (due 7/28/08)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional, but recommended. (due 7/28/08)
4. MPQ – Merit Promotion Questionnaire is optional but recommended if you have qualifications pertaining to the position applied for but are not in your OPF

All application packets must be received in Human Resources by Close of Business (COB) on 7/21/08 (except as noted above). Application forms may be obtained in Human Resources Office or on our internal website.

<http://vawww.portland.med.va.gov/Departments/CFO/HR/>

Applications may be mailed to:

Portland VA Medical Center, P4HRMS

Attn: MP-08-498-SJ

PO Box 1034

Portland, OR 97207

Or brought in person to:

Portland VA Medical Center

3710 SW US Veterans Hospital Rd

Building 16, Room 300

Portland OR 97239

APPLICANT'S PLEASE NOTE:

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.
- Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.

IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications.
- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept FAX, or emailed applications or applications in a US government envelope.**