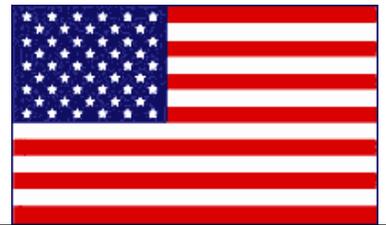




PORTLAND VA MEDICAL CENTER

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-09-0165-LS	2. <u>Title, Series, Grade, Salary</u> Program Support Assistant (OA) (071780) GS-303-7 \$40,075 to \$52,099 per annum (Based on full-time employment)	3. <u>Tour of Duty</u> Days M-F	4. <u>Duty Station</u> Hospital & Specialty Care Division, 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> 02/23/09	8. <u>Closing Date</u> 03/13/09

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 documents changes and technical issues related to the Cardiology Witt imaging and reporting database software system. The incumbent provides technical support for users who are assigned to Cardiology Witt imaging and reporting database software system. There will be extensive interaction with the following groups:

1. Modality service contractors (System vendors/contractors).
2. Technology & Information Management Service.
3. Engineering Service.
4. Biomedical Engineering Section of Engineering Service.
5. Hospital staff and physicians.

Coordinates and sets priority for special requests for various Medical Service Sections/Hospital Services, assisting users with problems or complaints. In the performance of official duties, the employee has regular access to printed and electronic files containing sensitive data that must be protected under the provisions of the Privacy Act of 1974 and other applicable laws, Federal regulations, VA statutes and policy and VHS&RA policy. The employee is responsible for protecting that data from unauthorized release or from loss, alteration, or unauthorized deletion; and following applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in an automated information system security access agreement that the employee signs. Sensitive information (electronic, written, or oral) obtained in connection with employment, whether involving patient, employee, Hospital or VHA information, will not be discussed with anyone (unless a patient release is signed or at the direction of the Veterans' Hospital Director) and only with VA employees on a "need to know" basis. This includes protecting the information from loss, alteration, unauthorized deletion, or unauthorized access.

THIS POSITION IS IN THE BARGAINING UNIT

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-303, Clerical and Administrative Support series apply 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 experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level (GS-6).

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 the cardiologic report and PACS image management system including workstation function, server and workstation interaction and data flow. Ability to evaluate server/workstation function, troubleshoot component failures, and monitor and assess data backups.
2. Knowledge of cardiologic report and PACS image management system software components and function. Ability to analyze the flow of data through the system and evaluate system function as well as staff work procedures in order to troubleshoot problems with transfer of medical reports from cardiologic system to the hospital database

(Continued on next page)

and facilitate repair of corrupted image studies.

3. Ability to set up and properly configure cardiology report and PACS image management system review workstations, so that they will function properly within the cardiology data management systems.
4. Knowledge of network user accounts, folder access groups and hospital database data access menus and security keys sufficient to assist hospital staff to obtain properly configured computer user accounts to allow them to perform their duties. General personal computer hardware/software knowledge sufficient to train/assist users in the ongoing use of computer software tools and to assist to get computer problems resolved.
5. Knowledge of interpersonal skills and customer service principles. Ability to interact positively and respectfully with all levels of medical staff, administrative staff and supervisory personnel while providing training, evaluating issue and implementing effective problem resolution and systems improvement.

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.
- Applicants appointed to direct patient care positions must be proficient in spoken and written English as required by 38 USC 7402(d) and 7407(d).
- 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 03/20/09)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional, but recommended. (due 03/20/09)
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 03/13/09 (except as noted above). Application forms may be obtained in Human Resources Office or on our internal website. <http://vaww.portland.med.va.gov/Departments/CFO/HR/>

Applications may be mailed to:

Portland VA Medical Center, P4HRMS
Attn: MP-09-0165-LS
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.
- Foreign Education: To receive credit for education completed outside the United States, you must show proof that the education has been submitted to a private organization that specializes in the interpretation of foreign educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

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.**