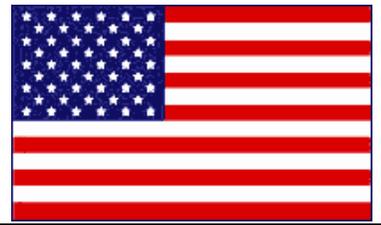




PORTLAND VA MEDICAL CENTER

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-10-0111-ML	2. <u>Title, Series, Grade, Salary</u> IT Specialist (Customer Service) GS-2210-11 \$60,520 to \$78,674 per annum (Based on full-time employment)	3. <u>Tour of Duty</u> 8am – 4:30 pm M-F	4. <u>Duty Station</u> Office of Information and 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> 3/08/2009	8. <u>Closing Date</u> 3/26/2010

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 employees and permanent Title 38 Hybrid 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 customer 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 delivery 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.

Basic Requirements:

GS-11: For all positions individuals must have IT-related experience demonstrating each of the four competencies listed below. The employing agency is responsible for identifying the specific level of proficiency required for each competency at each grade level based on the requirements of the position being filled.

1. **Attention to Detail** - Is thorough when performing work and conscientious about attending to detail.
2. **Customer Service** - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.
3. **Oral Communication** - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues,

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and responds appropriately.

4. **Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Specialized Experience:

For GS-11: One (1) year of specialized experience equivalent to the next lower level (GS-9) in federal service.

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: If using education as a substitute for experience, please submit a copy of your college transcripts with application packet. **For GS-11:** A Ph.D. or equivalent doctoral degree or three (3) full years of progressively higher level graduate education leading to such a degree or LL.M., if related.

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 the rating factors may result in your application receiving a less than desirable rating.

1. Ability to analyze complex medical center computer problems, research solutions to computer system and service issues and provide guidance, instruction, maintenance and trouble-shooting services in the operation of networked and personal computers, peripherals and medical equipment.
2. Skill in supporting a wide range of computer applications and procedures and the ability to perform a variety of assignments in support of medical center IT operations. This includes installation, configuration and modification of laptop encryption, PCs, monitors, scanners, printers, and PDAs.
3. Experience with a wide variety of software and hardware and the ability to analyze and determine configuration requirements as well as troubleshoot errors in order to perform effective installation of software on PCs and patient critical care systems.
4. Experience with Project Management, including managing scope (project size, goals, and requirements) time (task durations, dependencies, prioritization) and effective documentation.
5. Ability to form, lead and motivate a team, including providing guidance and technical direction; distributing and balancing workload among team members, monitoring performance of the team, ensuring all tasks are completed on time according to specifications and adapt to changing priorities.
6. Ability to interpret and relay policies and directives to co-workers, management and other employees.

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.
- 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.
- A pre-employment physical examination will be required for an applicant who is tentatively selected.
- 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 4/2/2010)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended. (due 4/2/2010)
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 3/26/2010 (except as noted above). Application forms may be obtained in Human Resources Office or on our external website, <http://www.visn20.med.va.gov/Portland/mc/hr>.

Applications may be mailed to:
Portland VA Medical Center, P4HRMS
Attn: MP-10-0111-ML
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.**