



# PORTLAND VA MEDICAL CENTER

Our mission is to honor America's veterans by providing exceptional health care that improves their health and well-being.



## NOTICE OF VACANCY

**POSITION TITLE:** Lead IT Specialist (Customer Support)

**ANNOUNCEMENT #:** MP-11-0043-ML

**DIVISION:** Office of Information & Technology

**LOCATION:** Portland Division

**SERIES & SALARY RANGE:** GS-2210-12

**OPEN DATE:** 12/30/2010

**CLOSE DATE:** 1/21/2010

**NUMBER OF VACANCIES:** 1

**POSITION INFORMATION:** Permanent, Full-time, Tour of duty: 8am – 4:30pm

**WHO MAY APPLY:**

- VA Career or career conditional employees
- VA permanent Title 38, Title 38 Hybrid employees and Veterans Canteen employees eligible under the Interchange Agreement
- Federal Career/Career Conditional Employees and Reinstatement eligibles
- Individuals eligible under special hiring authorities (See conditions of employment).
- ICTAP/CTAP eligible Federal Employees. (See conditions of employment).
- Noncompetitive appointment of certain military spouses (See conditions of employment).
- VEOA eligible applicants (Veterans Employment Opportunities Act) (See conditions of employment).
- Schedule A applicants (See conditions of employment).
- VRA eligible applicants (See conditions of employment).

**BARGAINING UNIT POSITION:** YES

**MAJOR DUTIES:** The incumbent provides support to Computer Operations and tenant organizations, including technical support to customers and IT technicians who need advice, assistance, and training in applying hardware/software systems and configurations and installation, maintenance and repair of individual units and related services for all personal computers, online backup devices, printers, laptops, scanners, plotters, SCSI and USB devices, network devices and components. Duties include ensuring that assigned problem calls related to team packages are worked within established time frames, calls are logged and actions taken are annotated in a national tracking system. Resolves equipment and software compatibility questions. The incumbent keeps abreast of emerging technologies to determine future management information systems need, performs required testing, troubleshoots, and corrects problems relating to IT systems located in the medical center. Analyzes, evaluates, and makes recommendations concerning system security, including interrelationships which must be considered, operating modes, applications software needs, and equipment configurations. Troubleshoots complex IT problems. The incumbent consults with Regional Service Lines or application developers on application problems that cannot be resolved by Computer Operations Section. Incumbent plans, implements, and manages problem management systems designed to effectively recognize, report, track and resolve problems. Incumbent evaluates the feasibility of adapting new methods to enhance customer satisfaction. Incumbent develops policy and guidelines for specific areas of work. Incumbent formulates interpretations that may take the form of policy statements and guidelines. Work involves formulating projects and evaluating program effectiveness.

**QUALIFICATIONS:**

- **Eligibility:** U.S. Office of Personnel Management [Qualification Standards](#) Handbook for GS-2210. Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.
- **Basic Requirements:** Must be a U.S. citizen.

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.

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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, 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:** At least one year of 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 position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level. Specialized experience that has equipped the applicant with the particular competencies/knowledge, skills, and abilities to successfully perform the duties of the position and is typically in or related to the work of the position to be filled. Such experience is typically gained in the IT field or through the performance of work where the primary concern is IT. Specialized experience includes, but is not limited to: provides technical support to customers and IT technicians who need advice, assistance and training in applying hardware/software systems and configurations and installation, maintenance and repair of individual units and related services for all personal computers. The ability to analyze, evaluate and makes recommendations concerning system security, including interrelationships which must be considered, operating modes, applications software needs and equipment configurations. Experience with solving complex IT problems. Has experience to plan, implement and manages problem management systems designed to effectively recognize, report, track and resolve complex IT problems. Experience with the development of policy and guidelines for specific areas of work.

- **Substitution of Education for Experience:** Generally, not applicable

### - Basis for Rating: Knowledge, Skills and Abilities

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. Knowledge of concepts, principles, and practices in areas such as project management, administration, process analysis and reengineering, systems development life cycles and customer support.
2. Ability to form, lead and motivate teams, including providing guidance and technical direction, monitoring performance of the team, ensuring all tasks are completed on time according to specifications and quickly adapting to changing priorities. Successfully achieve strategic and tactical goals while maintaining high levels of customer service.
3. Ability to develop performance metrics, and monitor and develop action plans to improve performance.
4. Ability to present technical information (orally and in writing) to management, technical, and non technical personnel.
5. 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.
6. Experience with Project Management, including managing scope, (project size, goals, and requirements) time, (task durations, dependencies and prioritization) as well as creating effective documentation.

### CONDITIONS OF EMPLOYMENT:

- **Priority Consideration:** Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration

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for special priority selection. CTAP and ICTAP eligibles will be considered well qualified if they can perform the duties of the position at the full performance level and the full range. Well qualified is who has experience in providing technical support to customers and IT technicians who need advice, assistance and training in applying hardware/software systems and configurations and installation, maintenance and repair of individual unites and related services for all personal computers, online back devices, printers, laptops, scanners, plotters, SCSI and USB devices, network devices and components.

Federal Employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.

### - Noncompetitive Appointment of Certain Military Spouses

- Spouses of armed forces members who are involved in a Permanent Change of Station (PCS): You must include a copy of the service member's PCS Orders authorizing the spouse to accompany the service member and proof of marriage to the service member.
- Spouses of armed forces members who retired or were released from active duty with a 100% disability: You must include proof that service member was released or discharged from active duty due to a service-connected disability, documentation of 100% disability, and proof of marriage to the service member.
- Un-remarried widows or widowers of armed forces members killed while on active duty: You must include proof of service member's death while on active duty and proof of marriage to the service member.

- **VEOA (Veterans Employment Opportunities Act)** Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 or more years of continuous active service.

- **Schedule A** special hiring authority covers applicants with mental and physical disabilities. In order to be considered under this special hiring authority applicants need to provide proof of disability and job readiness certification. The proof of disability and job readiness certification can be provided by the following: 1) a statement or letter on a physician's/medical professional's letterhead; 2) statement, record or letter from a Federal Government agency that issues or provides disability benefits; 3) statement, record or letter from a State Vocational Rehabilitation Agency counselor; or 4) certification from a private Vocational Rehabilitation or other Counselor that issues or provides disability benefits. More information regarding this special hiring authority can be found at [www.opm.gov/disability/aboutus.asp](http://www.opm.gov/disability/aboutus.asp)

- **VRA (Veterans Recruitment Act):** VRA eligibility applies to the following categories: Disabled Veterans, Veterans who served on active duty in the Armed Forces during a war declared by Congress, or in a campaign or expedition for which a campaign badge has been authorized, Veterans who, while serving on active duty in the Armed Forces, participated in a military operation for which the Armed Forces Service Medal (AFSM) was awarded and Veterans separated from active duty within the past 3 years.

- 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:

Application forms may be obtained in Human Resources Management Service or on our [Portland VAMC](#) internet website.

#### Portland VAMC Permanent Internal employees:

1. [VAF 4078, Application for Promotion or Reassignment](#)

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2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (due 1/28/2011)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (due 1/28/2011)
4. Updated application; [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume.
5. [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 Other Applicants Must Submit:

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612.
2. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later).
3. Veterans Preference: (Required if Veterans Preference is being used for status)
  - a. DD-214, Military Discharge Paper (copy must display the required data which includes awards/medals/badges, dates and character of service) (For 5 Point Veteran's Preference).
  - b. [SF-15, Application for 10-point Veteran Preference](#) (December 2004 version or later) (if applicable)
  - c. VA letter or DOD documentation of service-connected disability rating dated 1991 or later if applicable.
4. SF-50, Notification of Personnel Action (if applying as a current or former federal employee).
5. Special Hiring Authority documentation (if applying under ICTAP/CTAP, Schedule A, etc.)
6. Copy of latest performance appraisal (if applying as a current federal employee)
7. Responses to the KSA's. Candidates are recommended to submit a narrative statement on a separate page(s) with specific responses to all of the knowledge, skills, and abilities (KSAs) in this announcement.
8. A copy of your college transcripts (Optional unless education is required). 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.

### All application packets must be received in Human Resources by Close of Business (COB) on 1/21/2010.

- Applications may be emailed to: [PortlandVAJobs@va.gov](mailto:PortlandVAJobs@va.gov) Subject: MP-11-0043-ML
- Received by Fax to: 503.273.5029, ATTN: MP-11-0043-ML
- Mailed to: PO BOX 1034, Portland, OR 97207 ATTN: MP-11-0043-ML
- Brought in person to: Portland VA Medical Center at 3710 SW US Veterans Hospital Road, Portland, OR 97239, Human Resources Building 16, Room 300

**Thank you for your interest in the Portland VA Medical Center, for more career opportunities please visit: [Portland VA Human Resources](#) or [USAJobs](#).**

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