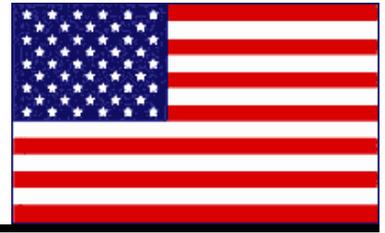




PORTLAND VA MEDICAL CENTER

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> T-08-052-DG	2. <u>Title, Series, Grade, Salary</u> Program Support Assistant (71780) GS-303-7 \$38,624 to \$50,207 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> Temporary, NTE 1 year & 1 day 1 Full-time position	6. <u>Contact</u> Human Resources Assistant 503-273-5236	7. <u>Opening Date</u> 1/22/08	8. <u>Closing Date</u> Until Filled 1st consideration date 2/11/08

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Any US Citizen

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 series applies and may be reviewed in the Human Resources Management Service office.

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.

Substitution of Education for Experience: As a general rule, education is not creditable above GS-5 for most positions covered by this standard; however, graduate education may be credited in those few instances where the graduate education is directly related to the work of the position.

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 Phillips/Witt Cardiology Series IV and Image IV server and 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 Phillips/Witt Series IV/Image IV 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 Witt to the hospital database and facilitate the repair of corrupted/broken image studies.
3. Ability to set up and properly configure Witt review workstations so that they will function properly within the overall Phillip/Witt Series IV/Image IV system.
4. Knowledge of VA network user accounts, folder access groups and Vista menus and security keys sufficient to assist Medical Service staff to obtain properly configured user accounts to allow them to perform their duties. General

(Continued on next page)

personal computer hardware/software knowledge sufficient to train/assist users in the ongoing use computer software tools and to assist users 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 issues and implementing effective problem resolution and systems improvement.

CONDITIONS OF EMPLOYMENT:

Applicants without prior federal service will be appointed at step one of the grade

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

Under Executive Order 11935, only United States citizens and nationals (residents of American Samoa and Swains Island) may compete for civil service jobs. Agencies are permitted to hire noncitizens only in very limited circumstances where there are no qualified citizens available for the position.

If you are a male born after December 31, 1959, and are at least 18 years of age, civil service employment law (5 U.S.C. 3328) requires that you must register with the Selective Service System, unless you meet certain exemptions.

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

A security clearance and a favorable suitability determination are required. Misconduct in prior employment, criminal, dishonest or disgraceful conduct, habitual use of intoxicating beverages, abuse of narcotics, drugs or other controlled substances, or reasonable doubt of loyalty to the United States are examples of reasons an offer of employment may be denied.

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:

US Citizens 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:
 - a. DD-214, Military Discharge Paper (member copy #4 for July 1979 or later editions) (For 5 Point Veteran's Preference).
 - b. [SF-15, Application for 10-point Veteran Preference](#) (December 2004 version or later)
 - c. VA letter of service-connected disability rating dated 1991 or later.
4. SF-50, Notification of Personnel Action (if applying as a current or former federal employee).
5. Narrative statement relating to all of the KSAs. Candidates **must** submit a narrative statement on a separate page(s) with specific responses to all of the knowledge, skills, and abilities (KSAs) in this announcement. Failure to submit your narrative response to all of the KSAs will result in the applicant not being referred for the position.
6. A copy of your college transcripts (Optional unless education is required).

All application packets must be received in Human Resources by Close of Business (COB) on 2/8/08 for 1st

consideration. These positions are open until filled. 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: T-08-052-DG
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.**