



National Science Foundation

Competitive Position Vacancy

ANNOUNCEMENT NO: C20010065

OPEN: 12/13/00

CLOSE: 01/12/01

POSITION VACANT: Supervisory Computer Specialist (Branch Chief), GS-334-15. Annual salary ranges from \$84,638* to \$110,028*. *Does not reflect anticipated 2001 pay increase.

PROMOTION POTENTIAL: Supervisory Computer Specialist (Branch Chief), GS-334-15.

LOCATION: Office of Information and Resource Management, Division of Information Systems, Customer Support and Assessment Branch, National Science Foundation, Arlington, VA.

BARGAINING UNIT STATUS: This position is excluded from the bargaining unit and will be filled in accordance with the Merit Promotion Plan described in NSF Manual 14 (PER II-500).

AREA OF CONSIDERATION: All Sources. This position is open to status and non-status candidates, as well as candidates eligible for appointment under special non-competitive appointing authorities.

DUTIES AND RESPONSIBILITIES: The incumbent of this position:

- Manages a large information technology HelpDesk providing technical support for over 1,000 internal customers and thousands of external customers.
- Manages an automated HelpDesk tracking system to monitor and evaluate HelpDesk services.
- Manages a computer-telephony integration call center system to provide automated support and tracking services.
- Evaluates the quality of service provided by the HelpDesk.
- Serves as contracting officer technical representative for the management of contracts supporting the HelpDesk
- Determines methods, equipment and resources needed to constantly improve the services provided by the HelpDesk.
- Plans, allocates, monitors, and evaluates resources assigned to the Branch in order to ensure accomplishment of Branch and Division goals.
- Serves as a task force leader or participant on NSF-wide committees, representing the Division.
- Maintains contacts in the industry and awareness of new methods, hardware and software to support and improve HelpDesk services.
- Directs the preparation and presentation of substantive program and project reviews, budgets, and proposed acquisitions.
- Provides supervision and guidance to the Branch, e.g., establishes position requirements and recruits, trains, evaluates, rewards, and disciplines staff.

QUALIFICATIONS REQUIRED: The Qualification Standards Handbook for General Schedule Positions will apply. U.S. CITIZENSHIP IS REQUIRED. Applicants must possess one year of specialized experience equivalent to the GS-14, **Specialized experience:** which demonstrates accomplishment of computer project assignments that required a wide range of knowledge of computer requirements and techniques pertinent to the position to be filled. This knowledge is generally demonstrated by assignments where the applicant analyzed a number of alternative approaches in the process of advising management concerning major aspects of ADP system design, such as what system interrelationships must be considered, or what operating mode, system software, and/or equipment configuration is most appropriate for a given project. **Time-in-Grade Requirement:** completion of one year of service in a position at the next lower grade level in the normal line of promotion progression for this occupation.

QUALITY RANKING FACTORS:

- Knowledge and/or skill in the management of information technology HelpDesk functions supporting large organizations' internal and external customers.
- Knowledge and/or skill managing automated systems to track, monitor, and evaluate HelpDesk services.
- Knowledge and/or skill managing computer-telephony integration systems to provide integrated Call Center services.
- Knowledge and/or skill in working with staff at all levels of an organization to obtain input, feedback and consensus regarding implementation and oversight of HelpDesk services.
- Knowledge and/or skill regarding management, program assessment, organizational and contracting concepts, principles, practices, and techniques in order to plan, manage, direct and supervise the work of the Branch.

BASIS FOR RATING: Final ranking is based on an evaluation of your experience, education and training as they relate to the knowledge, skills and abilities specified in the Quality Ranking Factors. Current performance appraisal and awards may also be used in the evaluation process.

CONDITIONS OF EMPLOYMENT: Appointment to this position is contingent upon successful completion of the appropriate background investigation. Satisfactory completion of a one-year probationary period may also be required.

HOW TO APPLY: You may apply for this position with the *Optional Application for Federal Employment* (OF-612), the older *Application for Federal Employment* (SF-171), a resume, or other application format of your choice - so long as it contains the necessary information (summarized below). Status candidates must also submit a *Notification of Personnel Action* (SF-50), showing competitive status, and a current Performance Appraisal. In order to ensure full consideration, it is recommended that you submit a supplemental statement, which specifically addresses how your background and experience relate to each Selective and Quality Ranking Factor listed on this announcement.

You must specify the job announcement number, and title and grade(s) of the job for which you are applying. You should also provide the following information: • Your country of citizenship. • Your social security number. • Information about your education, including (1) high school graduation date and (2) college/university information - your major, and type and year of degree(s). If no degree, show total credits earned and indicate whether semester or quarter hours. • Information about all your work experience related to this job, including job titles, duties and accomplishments, employer's name and phone number, number of hours worked per week, starting and ending dates (month and year), and annual salary. If you held various positions with the same employer, describe each separately. • If you have Federal civilian experience, indicate the highest grade held, the job series, and dates held. • The brochure *Applying for a Federal Job* provides information on the Federal job application process; it is available by calling the number listed below. **If your application does not provide all the information requested in the vacancy announcement, you may lose consideration for this job.**

Status candidates who wish to be considered under both merit promotion and delegated competitive examining procedures must submit two complete applications. If only one application is received, it will be considered under the merit promotion program.

Applicants who are eligible for appointment under special non-competitive appointing authorities must clearly specify eligibility and provide proof with application. Otherwise, the application will be considered under competitive procedures.

The National Science Foundation provides reasonable accommodations to applicants with disabilities on a case-by-case basis. If you need a reasonable accommodation for any part of the application and hiring process, please notify the point of contact listed on this vacancy announcement.

Applicants applying for special selection priority under the Interagency Career Transition Assistance Program must submit proof of eligibility (i.e., RIF separation notice, *Notification of Personnel Action* (SF-50) stating you were separated by RIF, OR a letter from your agency documenting your special selection priority status); copy of your current performance appraisal; and documentation of promotion potential in the position from which

separated. To be determined well qualified to receive special selection priority for this position, you must meet all qualification and eligibility requirements, all selective factors, and be rated at the above average level or higher in each quality ranking factor.

Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after three years or more of continuous active service may apply. Veteran candidates should attach a copy of your DD-214; and, if applicable, *Application for 10-Point Veteran's Preference* (SF-15), along with documentation specified on the form. (This is not necessary for status candidates for consideration under merit promotion procedures).

Submit all application material to National Science Foundation, Division of Human Resource Management, 4201 Wilson Boulevard, Room 315, Arlington, VA 22230. Attn: Announcement Number C20010065. In addition to the required application materials, you are asked to complete and submit the attached Applicant Survey form. Submission of this form is voluntary and will not affect your application for employment. The information will be used for statistical purposes only. **ALL FORMS MUST BE RECEIVED BY THE CLOSING DATE OF THIS ANNOUNCEMENT.** For additional information call Madalyn Chisley on (703) 292-4350. Hearing impaired individuals may call TDD (703) 292-8044.

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HIGHLY QUALIFIED STAFF THAT REFLECTS THE DIVERSITY OF OUR NATION.**

NATIONAL SCIENCE FOUNDATION
APPLICANT SURVEY

OMB No. 3145-0096
Expiration: August 2002

Vacancy Ann. #: _____ Position Status (temporary/permanent): _____

Position Title/Series/Grade: _____

INSTRUCTIONS

Your completion of this form will be appreciated. Submission of this Information is voluntary and it will have no effect on the processing of your application. The data collected will be used only for statistical purposes to ensure that agency personnel practices meet the requirements of Federal law. Pursuant to 5 CFR 1320.5(b), an agency may not conduct or sponsor, and a person is not required to respond to an information collection unless it displays a valid OMB control number. The OMB control number for this collection is 3145-0096. NSF estimates that each respondent should take about 3 minutes to complete this survey, including time to read the instructions. You may have comments regarding this burden estimate or any other aspect of this survey, including suggestions for reducing this burden. If so, please send them to NSF Reports Clearance Officer, Division of Administrative Services, NSF, 4201 Wilson Blvd., Arlington, VA. 22230.

PRIVACY ACT INFORMATION

GENERAL - This information is provided pursuant to Public Law 93-579 (Privacy Act of 1974), December 31, 1974, for individuals completing Federal records and forms that solicit personal information.

AUTHORITY - Section 7201 of title 5 of the U.S. Code and Section 2000e-16 of title 42 of the U.S. Code.

PURPOSE AND ROUTINE USES

The information is used for research and for a Federal Equal Opportunity Recruitment Program (FEORP) to help insure that agency personnel practices meet the requirements of Federal law. Address questions concerning this form and its uses to the Privacy Act Officer, National Science Foundation, Arlington, VA 22230.

1. Today's Date: _____ 2. Year of Birth: _____

3. How did you learn about the particular position for which you are applying? (Circle appropriate number.)

- | | |
|---|---|
| 01 - Newspaper (specify) | 10 - Federal, State or local job information center |
| 02 - Contact with NSF Personnel Office
(Agency Bulletin Board or other Announcement) | 11 - State vocational rehabilitation agency or
Veterans Administration |
| 03 - NSF-initiated personal contact | 12 - State employment office |
| 04 - Science Magazine, or other professional journal or magazine
(specify) | 13 - School or college counselor or other official |
| 05 - Affirmative Action Register | 14 - Private job Information service |
| 06 - Attendance at conference, meeting or job fair
(specify) | 15 - Private employment service |
| 07 - NSF recruitment at school or college | 16 - Friend or relative working at NSF |
| 08 - Colleague referral | 17 - Friend or relative not working at NSF |
| 09 - NSF Bulletin | 18 - NSF website |
| | 19 - Internet or other website |
| | 20 - Other (specify) |

4. Please select the racial/ethnic category with which you most closely identify yourself. (Circle the appropriate letter)

- A. **American Indian or Alaskan Native.** A person having origins in any of the original peoples of North America, who maintains cultural identification through tribal affiliation or community recognition.
- B. **Asian or Pacific Islander.** A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, India, Korea, the Philippine Islands, and Samoa.
- C. **Black, not of Hispanic origin.** A person having origins in any of the Black racial groups of Africa. This does not include persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish cultures or origins.
- D. **Hispanic.** A person of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race.
- E. **White, not of Hispanic origin.** A person having origins in any of the original peoples of Europe, North Africa or the Middle East. This does not include persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish cultures or origin.

5. Sex (Circle the appropriate letter.) F - Female M - Male

6. Please provide Information on your disability status by circling the appropriate category below:

1. I do not have a disability; 2. Hearing impairment; 3. Vision impairment; 4. Missing extremities; 5. Partial paralysis; 6. Complete paralysis; 7. Convulsive disorder; 8. Mental retardation; 9. Mental or emotional illness; 10. Severe distortion of limbs and/or spine; 11. I have a disability but it is not listed.

FOR AGENCY USE

Agency Code: _____

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER