National Science Foundation
Competitive Position Vacancy

ANNOUNCEMENT NO: C20010235 **OPEN:** 08/07/2001 **CLOSE:** 08/22/2001

POSITION VACANT: Information Technology Specialist, GS-2210-12/13. Annual Salary ranges from $55,456 to $82,180.

PROMOTION POTENTIAL: Information Technology Specialist, GS-2210-13.

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

BARGAINING UNIT STATUS: This position is included in the Bargaining Unit and will be filled in accordance with the merit staffing provisions of the Collective Bargaining Agreement, Article VII.

AREA OF CONSIDERATION: D.C. metropolitan area government employees. Applicants with competitive civil service status or eligibility for reinstatement in the Federal service will be considered, as well as candidates eligible for appointment under special noncompetitive appointing authorities.

DUTIES AND RESPONSIBILITIES: This position is an Information Technology Specialist in the Division of Information Systems (DIS), Customer Support and Assessment Branch (CSAB), National Science Foundation (NSF). DIS is responsible for development, operation, enhancement and oversight of automated systems that provide management information, as well as support program and administrative staff activities throughout the Foundation's business cycle. The CSAB is responsible for the systems, procedures and policies that foster the adoption of new technologies, including hardware, software and communications. CSAB also provides IT Help Desk services, technical support, and technical training to all NSF staff. At the full performance level, the incumbent performs the following duties:

- Creates and maintains a knowledge base of information relating to detailed IT support issues. This knowledge base (or bases) will consist of information that can be used by the Help Desk technicians to resolve customer technical problems, can be used by customers to research and attempt to correct their own technical problems, and can be used by analysts and managers to detect and research IT problem trends or detect problems that may signify a greater policy or procedural problem.
- Acts as Senior Trainer for all in-house systems. Coordinates/develops courseware and user documentation for NSF applications and perform training, as necessary.
- Participates in the development of on-line, interactive tutorials and training, related to functions and procedures carried out within the NSF. May perform actual developmental programming in multimedia products.
- Monitors industry literature, attends vendor seminars and exhibits, attends user group meetings, and meets with invited vendors, to identify products that are available in the market, cost-effective, feasible, and appropriate for agency needs. Advises the Branch Chief and DIS management on industry directions, new products, product upgrades, and demonstration projects.
- Independently plans and executes complex projects. Prepares project plans containing objectives, estimated cost, and broad timetable. Schedules and coordinates tasks related to the project.
- Serves as back-up trainer for the COTS office desktop courses taught by DIS trainers on a monthly basis
- May serve as system administrator for a future server. Must be capable of learning the intricacies and processes necessary to provide effective management and administration of the server.

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 at the GS-11, for the GS-12, and at the GS-12 for the GS-13 level. **Specialized experience:** is experience which has equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled.
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:

1. Ability to develop and deliver classroom training and detailed user documentation for both COTS and in-house developed software applications.

2. Ability to develop, maintain, and provide training on custom developed and standard, off-the shelf knowledge bases for software application systems and COTS programs.

3. Skill in the operation of a wide range of computer hardware, COTS, and applications software, particularly PC and LAN-based systems and ability to install/troubleshoot hardware and software components.

4. Ability to communicate effectively, both orally and in writing, with diverse groups and to work with all levels of management and technical personnel in developing and providing training classes, etc.

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 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.**

Applicants who are eligible for appointment under special non-competitive appointing authorities must clearly indicate specific 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 C20010235. 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 Fred Person on (703) 292-4369. Hearing impaired individuals may call TDD (703) 292-8044.

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