

POSITION DESCRIPTION SUMMARY

PD Tracking 0000055
Series, Title and Grade 2210 Information Technology Specialist (Internet) GS-09
Department U.S. GEOLOGICAL SURVEY

Major Duties

Receives, responds to and ensures complete resolution of any help center call; documents actions taken; gives needed guidance or training to customers to prevent recurrences; and assists more experienced specialists in resolving very complex problems.

Maintains problem tracking and resolution database and identifies and reports problematic trends and customer support requirements.

Fine tunes Web pages and other Internet services to ensure compatibility with different browsers; and tests new browser versions for compatibility with existing services.

Provides Internet services such as Web sites and file transfer protocol sites; converts user-developed content into workable Web pages; creates basic scripts or code; evaluates code and repair errors; carries out server maintenance functions; selects and applies the most effective delivery formats; creates easily navigable Web pages; and ensures that Web-based content is accessible to all users.

Analyzes system reports; identifies deficiencies in operating systems parameters; and recommends remediation to senior specialists.

Ensures that new Web pages are consistent with relevant design and formatting standards; and advises content developers on Web page requirements.

Assists in maintaining network services, such as Dynamic Host Configuration Protocol (DHCP), Domain Name Server (DNS), and directory services. Installs, tests, and configures network workstations and peripherals; and instructs customers in logging on and accessing network services.

Presents formal and informal training and assistance to customers regarding hardware operations and applications software; and reports, responds to, and resolves customer requests.

Installs server upgrades; schedules downtime to minimize user impact; monitors server performance using performance monitoring tools; and recognizes and refers problems to more experienced specialists.

Factor 3 Guidelines**Factor Level 3-3 275 pts.**

Uses a wide variety of reference materials and manuals; however, they are not always directly applicable to issues and problems or have gaps in specificity. Precedents are available outlining the preferred approach to more general problems or issues. The employee uses judgment in researching, choosing, interpreting, modifying, and applying available guidelines for adaptation to specific problems or issues.

Factor 4 Complexity**Factor Level 4-3 150 pts.**

Work consists of reviewing, testing, and implementing new Web pages on all organization's Web site. The employee edits source code to place new pages in the appropriate location on the Web site; tests new pages to ensure correct formatting, optimum display of graphics, and properly functioning links; and publishes pages on the Web server. Work is coordinated with network and security specialists to ensure compliance with applicable policies.

Factor 5 Scope and Effect**Factor Level 5-3 150 pts.**

Work involves monitoring and ensuring the operability of intranet services that provide intranet customers with access to applications and data. Work provides employees with the capability to improve productivity using systems and applications available on the intranet.

Factor 6/7 Nature and Purpose of Contacts**Factor Level 2B 75 pts.**

Contacts are with employees and managers in the agency, both inside and outside the immediate office, as well as employees and representatives of private firms, and/or the general public, in moderately structured settings. The purpose of contacts is to plan, coordinate, or advise on work efforts, or to resolve issues or operating problems by influencing people who are working toward mutual goals and have basically cooperative attitudes.

Factor 8 Physical Demands**Factor Level 8-1 5 pts.**

The work is sedentary. Some work may require walking and standing in conjunction with travel and to attendance at meetings and conferences away from the work site. Some lifting and moving equipment such as monitors, desktop computers, and rack systems on wheels may be required.

Factor 9 Work Environment**Factor Level 9-1 5 pts.**

The work area is adequately lighted, heated, and ventilated. The work environment involves everyday risks of discomforts that require normal safety precautions. Some employees may occasionally be exposed to uncomfortable conditions such as cool computer equipment rooms.

Factor Points 1885**Position Classification Standard Used**

Job Family Std. for Admin. Work in the Information Tech. Grp., 2200, May 2001; revised August 2003