



## Chief Information Office

We sustain our Nation's forest and grasslands by delivering seamless information solutions through our Customer Focus; Innovative Solutions; and, Openness and Collaboration.



## OUTREACH NOTICE

### Lead Technical Specialist, Lead IT Specialist **GS-2210-12**

The USDA Forest Service, Chief Information Office will be filling one **Lead Technical Specialist**, GS-2210-12, **Permanent** position.

**Location of the Position:** This position is **GEO-VIRTUAL** and can be located at any Forest Service Office in Region1 (Northeastern WA, Northern ID, MT, ND and Northwestern SD) with available space.

	Yes	No	Authorizing Official
Hosting Required	X		In work
TOS Available	X		

The Lead IT Specialist is a highly motivated individual who works with National Forest and Lab leadership to address service delivery issues related to IT services, support, and projects. The incumbent will serve as the primary escalation point for end user issues and will have end-to-end ownership of this customer interface. The Lead IT Specialist will work directly for the IT Support Supervisors and will be support to the regional interdisciplinary team representing the field interest and perspective. The Lead serves as the Subject Matter Expert on CIO projects and is responsible for the creation of knowledge management documents. The Lead is not a supervisor but has been delegated authority to assign work.

The Lead IT Specialist will be expected to have a high level of understanding of the Windows 7 operating system environment, which includes the Microsoft Office suite as well as high technical skills in trouble shooting and resolving technical issues. The Lead IT Specialist will have advanced skills in supporting hardware, software, and peripherals. Candidates will need to have strong communication, leadership, analytical and interpersonal skills.

## Duties of the Position:

### Introduction

The Chief Information Office (CIO) manages the Information Resources environment for the Forest Service. This staff is responsible for facilitating the coordination with field and Forest Service leadership to all information technology infrastructure, business applications, and information management services. The CIO is also responsible for the Information Resources Governance process which facilitates decision making for all information resource decisions supporting mission priorities.

This position is located on a Forest Service Unit or performs work from a virtual location.

Incumbent leads by example in defining a customer service culture to ensure that all customers are treated with respect and civility. Ensures that whenever possible, the CIO staff cultivates partnerships with our customers in developing solutions to meet their needs. Proactively develops partnerships with key stakeholders, other agencies, and USDA to provide the best value in the services and solutions developed and offered by the CIO.

**Major Duties**

Incumbent performs a wide variety of IT functions which may include: developing technical requirements for new or modified applications; analyzing and determining optimal hardware and software configurations; providing technical guidance in the design, coding, testing, and debugging process; assisting customers in installing applications; troubleshooting post-installation problems; and coordinating the technical support of deployed applications.

Performs special assignments and develops new methods, approaches and procedures for appropriate IT specialty areas. Plans and coordinates short and long range plans. Provides advice and guidance on a wide range and variety of IT issues. Interprets and recommends enforcement of IT policies, standards, and guidelines. Conducts analyses and recommends resolutions of complex issues affecting a particular IT specialty area.

Works with customer program representatives to refine functional requirements, translate functional requirements into design specifications, and determines the best approach for implementation within a technical environment. Provides functional expertise, analysis, and advice to the internal customers and/or contractors for interface decisions, integrated processes and operational considerations. Provides technical IT advice to executive level managers and regularly represents the CIO in meetings and discussions with representatives of industry, interagency advisory committees, and other Federal agencies and systems users.

Analyzes alternatives and recommends solutions relating to the complete life cycle for information systems and information systems components. Reviews general business and functional requirements that support the need for systems and recommends solutions or alternatives. Researches and/or analyzes constantly evolving complex program related IT issues or problems where the success of the program is dependent on the IT solution. Examines data, resolves inconsistent information, and plans revisions to investigate results.

Participates in conferences, workshops, and task groups within the agency or with external partners.

Performs a variety of other duties related to information technology (IT) projects involving program-related issues that contain complicated elements.

**Team Lead Responsibilities – 25%**

Leads a team of Specialists and/or Technicians at the GS-11 level and below in identifying, distributing, and balancing the workload and tasks among employees in accordance with established workflow and skill level; establishes priorities to ensure timely accomplishment of assigned team tasks.

Monitors and reports on the status of work progress. Communicates to the team the assignment to be completed, milestones associated with the assignment, and any issues, deadlines, and time frames for completion. Serves as coach and facilitator in coordinating team initiatives and in consensus building activities among team members.

Serves as the team's representative and reports to the supervisor on team and individual work accomplishments, problems, progress, and individual and team training needs. Provides input to appraisals and gives advice or counsel on administrative and work matters. Resolves simple, informal complaints of employees and refers others, such as grievances, to the supervisor.

Approves emergency leave for up to three days; eight hours or less for medical appointments; and/or any other types of leave as delegated by management.

**BARGAINING UNIT STATUS: ELIGIBLE**

**Master Record No. 251074/063CIO**



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#### **Lead Technical Specialist, Lead IT Specialist**

GS-2210-12

Please send your interest form (see below) or any questions to the CIO Outreach Team at [CIO\\_Management\\_Support@fs.fed.us](mailto:CIO_Management_Support@fs.fed.us)

Please respond as soon as possible but no later than  
**April 22, 2014**

The purpose of this outreach is to determine the candidate pool and determine how wide to advertise the position. If interested in this position, please fill out the below information and submit to the above email address. PLEASE SUBMIT A RESUME IN ADDITION TO THIS RESPONSE FORM.

In addition, this position will be advertised via USA Jobs ([www.usajobs.gov](http://www.usajobs.gov)) in the near future and you must visit this site and apply for the position. You can create a search in USA Jobs that will notify you when this position or similar positions are available for application.

For help with using USA Jobs view this You Tube video, including creating notifications  
<http://www.youtube.com/watch?v=ahglfselvMg>

For assistance with writing a federal resume view this You Tube Video  
<http://www.youtube.com/watch?v=8YX7o1PBoFk>

#### **Personal Information/Interest Form**

Name:	Date:     /     /
Address:	Phone: (     )     -
E-Mail:	
Are you currently a Federal employee: Yes <input type="checkbox"/> No <input type="checkbox"/> If so, do you currently work in CIO: Yes <input type="checkbox"/> No <input type="checkbox"/>	Current Position/Title/Series/Grade/Effective date of grade

If a Federal Employee, type of appointment you are currently under:	Career <input type="checkbox"/> Career-Conditional <input type="checkbox"/> Excepted-ANILCA <input type="checkbox"/> Excepted VRA <input type="checkbox"/> Other <input type="checkbox"/>										
How did you hear about this position?											
If more than one location is listed, which position are you located in?											
Do you qualify for any of the following programs?  <table border="0"><tr><td><input type="checkbox"/> VRA – Veterans Recruitment Appointment Authority</td><td><input type="checkbox"/> Military Spouse Hiring Authority</td></tr><tr><td><input type="checkbox"/> VEOA – Veterans Employment Opportunity Authority</td><td><input type="checkbox"/> Prior AmeriCorps/VISTA</td></tr><tr><td><input type="checkbox"/> 30% Disabled Veterans Appointing Authority</td><td><input type="checkbox"/> Prior Peace Corps</td></tr><tr><td><input type="checkbox"/> Schedule A Disabled Persons Hiring Authority</td><td><input type="checkbox"/> Reinstatement Rights</td></tr><tr><td><input type="checkbox"/> Pathways Student Hiring Authority</td><td></td></tr></table>		<input type="checkbox"/> VRA – Veterans Recruitment Appointment Authority	<input type="checkbox"/> Military Spouse Hiring Authority	<input type="checkbox"/> VEOA – Veterans Employment Opportunity Authority	<input type="checkbox"/> Prior AmeriCorps/VISTA	<input type="checkbox"/> 30% Disabled Veterans Appointing Authority	<input type="checkbox"/> Prior Peace Corps	<input type="checkbox"/> Schedule A Disabled Persons Hiring Authority	<input type="checkbox"/> Reinstatement Rights	<input type="checkbox"/> Pathways Student Hiring Authority	
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<input type="checkbox"/> Pathways Student Hiring Authority											
<b>Briefly describe why you will be a quality candidate for this position: (Optional)</b>											