POSITION DESCRIPTION   *(Please Read Instructions on the back)*

1. Agency Position No
S0207

2. Reason for Submission	3. Service	4. Employing Office Location	5. Duty Station	6. OPM Certification No
NEW				

Explanation	7. Fair Labor Standards Act	8. Financial Statements Required	9. Subject to IA Action
	Non-Exempt		Yes

	10. Position Status	11. Position is	12. Sensitivity	13. Competitive Level Code	14. Agency Use
	Competitive	NON-SUPERVISORY			

15. Drug Test Required	16. ADP Status
NO	

17. Classified/Graded by	Official Title of Position	Pay Plan	Occupational Code	Grade	Initials	Date
a. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review	Information Technology Specialist (Internet)	GS	2210	9	L . P	01/01/2002
d. First Level Review						
e. Recommended by Supervisor or Initiating Office						

18. Organizational Title of Position *(if different from official title)*	19. Name of Employee *(if vacant, specify)*

20. Department, Agency or Establishment	c. Third Subdivision
U.S. DEPT. OF THE INTERIOR	
a. First Subdivision	d. Fourth Subdivision
U.S. GEOLOGICAL SURVEY	
b. Second Subdivision	e. Fifth Subdivision

21. Employee Review- This is an accurate description of the major duties and responsibilities of my position.	Signature of Employee *(optional)*

Supervisory Certification.   *I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statuory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.*

a. Name and Title of Supervisor	b. Typed Name and Title of Higher-Level Supervisor or Manager *(optional)*
Mark Sogge, Acting Deputy Director, USGS	

Signature	Date	Signature	Date
/s/Mark Sogge	07/30/2015		

23. Classification/Job Grading Certification	24. Position Classification Standards Used in Classifying/Grading Position
I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.	GS-2200, JFS for Admin Work in the Info Tech Grp

Typed Name and Title of Official Taking Action

Lorilee Penn	Human Resources Specialist

Information for Employees

The standards and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S Office of Personnel Management.

Signature	Date
Lorilee Penn /s/	01/01/2002

25. Position Review	Initials	Date	Initials	Date	Initials	Date	Initials	Date	Initials	Date
a. Employee *(Optional)*										
b. Supervisor										
c. Classifier										

26. Remarks

27. Description of Major Duties and Responsibilities   *(See Attached)*

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.	5%
Maintains problem tracking and resolution database and identifies and reports problematic trends and customer support requirements.	5%
Fine tunes Web pages and other Internet services to ensure compatibility with different browsers; and tests new browser versions for compatibility with existing services.	10%
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.	10%
Analyzes system reports; identifies deficiencies in operating systems parameters; and recommends remediation to senior specialists.	5%
Ensures that new Web pages are consistent with relevant design and formatting standards; and advises content developers on Web page requirements.	10%
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.	5%
Presents formal and informal training and assistance to customers regarding hardware operations and applications software; and reports, responds to, and resolves customer requests.	5%
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.	5%
Corrects security vulnerabilities in assigned systems in response to problems identified in vulnerability reports.	5%

Diagnoses and troubleshoots Web site operational problems such as broken links or file directory, server, or applications problems; makes corrections; and restores functionality.   10%

Installs, configures, and maintains operating systems components and installs updates and temporary fixes to existing programs.   5%

Assists in the development, configuration, installation and maintenance of networked systems (LAN/WAN) and performs routine network configuration management functions.   5%

Schedules, monitors, and verifies the integrity, of system backups and restores files as needed.   5%

Assists in the installation of operating systems update packages; runs tests and corrects problems; and recognizes and refers serious problems to senior specialists or vendors.   5%

Participates in the planning and delivery of a full range of customer support services to the organization. Installs, configures, upgrades, and troubleshoots any hardware and software components.   5%

Primary Factor Level

Factor 1   Knowledge Required by the Position   Factor Level 1-6   950 pts.
Knowledge of, and skill in applying Internet design principles and methods; standard graphic mark-up languages, programming languages, and tools; standard software validation tools; basic Internet server maintenance techniques; file formats used in the delivery of Web content; Internet clients, such as browsers and streaming audio; and the technical requirements graphical, text, and voice-based browsers sufficient to perform routine and recurring assignments and identify and resolve issues and problems. Knowledge of, and skill in applying Web page design principles and methods; graphics markup languages; multimedia principles, methods, and tools; programming languages, file formats; and browser technical requirements sufficient to provide information and assistance to customers. Knowledge of, and skill in applying Internet operations; Internet server maintenance techniques, software validation tools; performance monitoring methods; and analytical methods sufficient to monitor network and systems performance and troubleshoot minor problems.   Knowledge of, and skill in applying Internet principles; optimization or tuning tools, Internet clients; browser technology; quality assurance principles sufficient to identify and resolve issues and problems.

Factor 2   Supervisory Controls   Factor Level 2-3   275 pts.
The supervisor outlines or discusses possible problem areas and defines objectives, plan, priorities, and deadlines. Assignments have clear precedents requiring successive steps in planning and execution. The employee independently plans and carries out the assignment in conformance with accepted policies and practices and resolves commonly encountered work problems and brings controversial information of findings to the supervisor. Work is reviewed for conformity with policy, technical soundness, and adherence to deadlines.

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 are 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 Total   1885

Position Classification Standards Used