

**Federal Maritime Commission
Office of the Managing Director
Office of Information Technology**

**Supervisory Information Technology Specialist,
(Director, Office of Information Technology), GS-2210-15
Occupational Assessment Questionnaire**

Name: _____

Vacancy Announcement Number: 2012-03

SECTION I. THIS SECTION RELATES TO MINIMUM QUALIFICATIONS FOR THE POSITION.

Carefully read the following descriptions of experience and education. Select the one that best describes your qualifications for the GS-15 Supervisory Information Technology Specialist. Make sure your application supports the response that you select. You must address the specific specialized experience required for this position on your application or you will be rated "ineligible." Your application must include the average hours worked per week. Mark only 1 response.

- A. I have at least 52 weeks of specialized experience equivalent in difficulty and complexity to the GS-14 grade level or higher in the Federal Service. Examples of specialized experience may include analyzing a number of alternative approaches to advise management concerning major aspects of IT 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 IT project; leading project teams dispersed over multiple locations for large, complex IT projects; developing IT policies and standards; leading in the design, implementation and operation of an agency's common system infrastructure, including hardware and software, networks, telecommunications, security, internet, etc; coordinating in-house IT technical certification; and monitoring and managing fiscal resources for information technology. I possess each of the following four competencies: Attention to Detail, Customer Service, Oral Communication, and Problem Solving.
- B. My experience is not reflected in the above statement.

SECTION II. THIS SECTION RELATES TO THE QUALITY OF YOUR EXPERIENCE AND THE EXTENT TO WHICH YOU POSSESS THE COMPETENCIES REQUIRED FOR THE POSITION. FOR EACH TASK IN THE FOLLOWING GROUP, CHOOSE THE STATEMENT FROM THE LIST BELOW THAT BEST DESCRIBES YOUR EXPERIENCE, EDUCATION, AND/OR TRAINING. PLEASE SELECT ONLY ONE LETTER FOR EACH ITEM.

- A. I have no education, training or experience related to performing this task.
- B. I have had education or training in performing the task, but have not yet performed it on the job.
- C. I have performed this task on the job. My work on this task was monitored closely by a supervisor or senior employee to ensure compliance with proper procedures.
- D. I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.
- E. I have supervised performance of this task or am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

1. Competency: Technical Competence

Competency Definition: Mastery of IT theories, principles, concepts, standards, and practices sufficient to oversee development of new concepts, standards, and methods in diverse IT specialty areas, and advise other internal/external IT experts on a variety of situations that require adapting new theories, concepts, methods and practices. Ability to direct and supervise an agency-wide IT program integrating multiple specialties, along with knowledge of project management principles and methods; negotiation techniques; and knowledge of human resources, financial, acquisition and IT contracts management concepts and regulations.

- Provides expert technical advice and guidance to senior management officials in the appropriate application of technology to agency mission and programs, including providing advice regarding emerging IT issues.
- Directs the implementation of information technology requirements such as those resulting from new laws, regulations, and Presidential directives.
- Uses project management and technical knowledge to resolve technical problems, review existing systems for improvements/inefficiencies, and in making recommendations for implementation approaches.
- Reviews the acquisition and management of contracts supporting IT services. Directs development and implementation of programs to monitor progress and evaluate performance against contract requirements and established performance measures.

2. Competency: Team Building

Competency Definition: Manages group processes; encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

- Provides a leadership role in directing a team that provides IT services and engages in the design, implementation and operation of the agency's common system infrastructure, including desktop hardware and software, networks and telecommunications (Voice/Data), database applications, security, Internet access, and customer support.
- Directs a team of technical and support personnel, including Service Desk Support Specialists/LAN Administrators, Client/Server Specialists, Database Administrators, Security Administrators, Support Specialists, Project Managers, and contractors.
- Performs the administrative and human resource management functions relative to the staff supervised, and defines direction of in-house technical training and certification.

3. Competency: Planning/Evaluating

Competency Definition: Determines objectives and strategies; coordinates with other parts of the organization to accomplish goals; monitors and evaluates the progress and outcomes of operational plans; anticipates potential threats or opportunities.

- Employs project management methodologies and techniques such as scope management, configuration management, quality management, cost and schedule development and execution, and work breakdown and structure development to manage multiple complex projects.
- Assists the CIO and other management officials in developing the agency's IT architecture and the strategy for its implementation and ongoing maintenance, and provides agency-wide direction and procedures for integrating emerging technologies.
- Monitors and manages fiscal resources for information technology, directs budget planning and execution, assures adherence to regulations and policy, and obtains maximum cost efficiency.
- Manages the development, retention, and recruitment of a high-quality workforce.

4. Competency: Problem Solving

Competency Definition: Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

- Supervises periodic live tests of disaster recovery and ensures that they are performed, documented, evaluated and formally reported to the CIO and agency superiors.
- Defines policy for software licensing and asset life cycle management, and is responsible for leading the evaluation, configuration and procurement of software and hardware.

- Leads the task of information collection, paperwork reduction, statistical and records management activities, privacy and security of records, and acquisition and use of information technology.
- Provides network administration for a Server Virtualization using either VMware or Microsoft Hyper-V.

5. Competency: Attention to Detail

Competency Definition: Is thorough when performing work and conscientious about attending to detail.

- Defines the change management process for proposed changes or exceptions to IT policy or the common system infrastructure. Provides for testing and integrating new features and technology to the systems environment.
- Assesses the completeness of IT policies and procedures for the agency with regard to IT technology and acts to address gaps that exist.
- Provides administration for internet, web, and application security techniques.

6. Competency: Customer Service

Competency Definition: Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

- Leads a team of IT specialists in delivering optimum customer service practices.
- Establishes standards for agency IT services, and a service level agreement structure defining customer needs and expectations, and the standards of performance. Tracks performance against defined metrics and prepares monthly performance reports for review.
- Establishes a customer satisfaction process for periodic assessment of quality of service.

7. Competency: Oral Communication

Competency Definition: Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

- Functions as co-chair of the Information Technology Advisory Board (ITAB) with the CIO, and assists in providing leadership to the initiatives the ITAB chooses to undertake.
- Participates actively with other Federal entities in conferences, meetings and presentations; exchanges information, obtains consultation and clarification, and represents the agency on substantive IT program matters.
- Provides advice and counsel to subordinate staff related to work and administrative matters.

8. Competency: Written Communication

Competency Definition: Expresses facts and ideas in writing in a succinct and organized manner.

- Establishes policy guidance and publishes standards for agency-wide selection, acquisition, implementation, deployment, and maintenance of information technology.
- Develops written procedures for technical services and operations for common system infrastructure, including help desks, end-user support, desktop hardware and software, and supporting servers and networks.
- Establishes standards for agency IT Services, and a service level agreement structure defining customer needs and expectations, and the standards of performance.