**Sample USA Staffing Job Analysis**

**Position Title, Series, Grade:** IT Specialist GS-2210-13

IT Specialist (Customer Service)

IT Specialist (Data Management)

IT Specialist (Policy and Planning)

**Date:**

**Center/Office/Organization Name:**

**Position Description Number:**

**Subject Matter Expert:**

**Specialist/Team:**

**Qualification Requirement:**

**Education Requirement:**

HR Specialist Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Hiring Manager Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

| Proficiency Levels | Competencies/KSA’s  (Minimum of 4; 4-6 desirable) | Tasks  (Minimum of 4, 4 - 5 recommended per Competency) | Competency Importance | Weight of Competency (Total 100%)\* | |
| --- | --- | --- | --- | --- | --- |
| [Insert sentence(s) describing required proficiency level] | **Analytical Ability**: Approaches problems quantitatively and displays critical thinking and problem-solving abilities. Breaks down complex problems into component parts. Defines and tracks key metrics to make data-driven decisions. | * Estimates work effort for projects of varying sizes. * Uses, analyzes and reports data to make evidence-based decisions * Analyze and aggregate cost and technology analysis for technology product licenses. * Synthesizes data for source intel. * Provides alternative analysis to stakeholders and executives. | 5 | 20% | |
| [Insert sentence(s) describing required proficiency level] | **Managing Without Authority**: Builds influence in organizations without relying on formal titles or roles, and uses that influence to achieve project success. Gains commitments from leaders and team members without formal reporting structures in place. Shares credit, understands and empathizes with others, and recognizes how different people value different incentives. | * Completes any necessary work with flexibility on getting done what needs to get done. Iterates and adjusts based on executive and stakeholder feedback and hurdles. * Listens and responds productively to project feedback, new ideas, pilots, and potential improvements. * Speaks up when needed to provide on-the-ground truth and defensible opinions to people at all levels. | 5 | 20% | |
| [Insert sentence(s) describing required proficiency level] | **Stakeholder Engagement**: Cultivates relationships with key internal and external stakeholders. Has superior communication skills that enable successful understanding and cooperation across all levels of an organization, including executive leadership. | * Manages and responds effectively to customer requests and customer-related incidents. * Communicates effectively and translates needs between different stakeholder groups. * Negotiates procurement with technology vendors. * Coordinates between management and IT for IT projects. | 5 | 20% | |
| [Insert sentence(s) describing required proficiency level] | **Technical Communication**: Explains technical concepts to both technical and non-technical audiences. Able to frame technical choices to decision makers and justify organizational IT needs against business priorities. Ability to understand others, empathize, and clearly articulate technical tradeoffs to non-technical individuals. | * Articulates when and why new technologies should be considered or not considered. * Speaks at public events in manner representing the brand and principles of the agency. * Presents clearly to senior management and stakeholders such that complicated matters can explained at a high level or with detailed analysis based on the needs of the people in the room. * Communications to internal and external stakeholders. * Technical writing. | 5 | 20% | |
| [Insert sentence(s) describing required proficiency level] | | **IT Practices:** Understands and applies IT methods and best practices, including troubleshooting technical issues, root cause analysis, mitigating risk, defining and communicating IT standards, and understanding and executing on business and technical requirements. | * Uses emerging technology for improved stakeholder engagement. * Evaluates and communicates commercial off-the-shelf products. Review work products. * Develops new IT solutions and process improvements. * Manages quality control. * Reviews and edits technical documents. * Defines current and future health/innovation environments. | 5 | 20% |
| [Insert sentence(s) describing required proficiency level] | | **Data Analysis (required for Data Management Specialist)** Plans, develops, and administers systems and applications for acquiring, storing, and retrieving data. Improves data quality, identifies patterns, and visualizes results to drive data-driven insights and decision making across the organization. Analyzes, defines, and executes data requirements, specifications, and policies, informed by ethics and best practices. Anticipates changes to data requirements. Evaluates and governs the use of new data technologies and architectures. | * Develop data strategy * Grasp the architecture behind a data system and understands modern data architecture to inform solutions to problem * Identify, access, and review multiple data sources to perform accurate analysis * Dig into existing data repositories in order to better utilize data sources for new outcomes * Familiarly with open data policy and the benefits of opening and connecting datasets | 5 | 20% |
| [Insert sentence(s) describing required proficiency level] | | **Customer Support (only required for the customer support competency)** Plans, delivers, and administers IT support services. Works with internal and external customers to effectively assess, anticipate, and deliver solutions to their problems. Clearly communicates information related to IT products, services, policies, and procedures to management, customers and other stakeholders. Assists with installing new software, configuring and troubleshooting technical issues, analyzing and evaluating new and existing IT products and technical systems, creates and documents customer service performance requirements, plans new IT projects in the area of customer support services, manages physical assets, trains users, and collects and analyzes data for needs analyses or process improvements. | * Resolve customer support concerns of multiple customers and systems * Assist in the planning of new IT systems based on its impact on existing systems and its impact on the user base * Mitigate potential roadblocks to customers utilizing new systems by being proactive in the creation of well documented instructions and workarounds. * Executes plans around implementation of new IT systems | 5 | 20% |
| [Insert sentence(s) describing required proficiency level] | | **Policy and Planning (only required for Policy and Planning Specialist)** Assesses and implements policies, procedures, strategies, and requirements for IT activities and projects. Reviews policy needs, provides policy guidance, and defines terms, conditions, and agreements with internal and external leadership, management, and customers. May also manage relationships with vendors whose products are used in high volume, including analyzing prior purchases to determine when to consolidate or create alternative procurement approaches, negotiating with vendors on pricing and volume discounts, preparing acquisition material to award enterprise-wide contracts, and managing contracts after award. | * Performs policy oversight for IT projects. * Identify opportunities for new procedures for IT activities. * Works with a mix of stakeholders from the strategy stage through implementation to draft and iterate on necessary documentation. * Prepare procurement materials for IT related contracts. | 5 | 20% |