



DEPARTMENT OF HEALTH AND HUMAN SERVICES

INDIAN HEALTH SERVICE
NAVAJO REGION



THIS POSITION IS LOCATED IN A TOBACCO-FREE ENVIRONMENT.

WE WILL NOT ACCEPT APPLICATIONS RECEIVED BY FAX, E-MAIL, OR ELECTRONIC RESUMES

VACANCY ANNOUNCEMENT GA-08-081

OPENING DATE 09-09-08

CLOSING DATE 09-29-08

POSITION Supervisory Information Technology Specialist

LOCATION AND DUTY STATION Gallup Service Unit, Administrative Services, Information Resource Management, Gallup, New Mexico

GRADE/SALARY GS-2210-13, \$77,670 - \$100,976 PA GS-2210-12, \$65,315 - \$84,913 PA

NUMBER OF VACANCIES: One (PCN: 202801)

APPOINTMENT PERMANENT WORK SCHEDULE FULL TIME AREA OF CONSIDERATION NATIONWIDE PROMOTION POTENTIAL YES, to GS-13 if selected at GS-12

SUPERVISORY/MANAGERIAL: YES, May Be Required to Serve a 1 Year Supervisory Probationary Period

TRAVEL/MOVING: Expenses may be paid to eligible employee HOUSING: PRIVATE HOUSING ONLY

DUTIES: The Supervisory Information Technology Specialist is responsible for supervising, managing, and directing the computer, data collection, and telecommunication systems. This includes hardware and software applications and support for RPMS system pertaining to installation, upgrading and configuration of software, monitoring hardware and software to ensure proper functioning and in troubleshoot incipient problems, managing user accounts and access, ensuring timely exports of data to Navajo Area Office, ensuring system and data base backups; hardware and software setup, configuration and maintenance of non-RPMS servers, workstations, laptops, and peripheral equipment. The work primarily involves a variety of programs relating to the efficiency of data processing in the Indian Health Service, formulation of substantial revisions to the system, and the establishment of programming specifications and test plans where numerous alternatives must be evaluated. Services directed affect the overall data quality of patient records and the efficiency to process information needed to support patient care at all facilities that serves approximately 108,000 Indian people and beneficiaries in all aspects of health care. Ensures that system failures are addressed in a timely manner in order to immediately correct deficiencies by restoring operations of the network systems. Responds to emergencies, disasters, and any other crisis by implementing emergency action plans including call back in these instances. Directly supervises 9 Information Technology Specialists, 1 Telephone Mechanic, and 1 Secretary. Plans and assigns work of subordinates based on priorities, difficulty and requirements of assignments. Provides technical expertise and advice on work and administrative matters. Identifies training needs of employees and arranges for training. Constant change in computer technology requires incumbent and subordinate staff to receive training on new applications that affect the information management systems currently supporting RPMS and non-RPMS systems. Develops and implements internal program plans and procedures to insure that employees are entitled to merit promotion plans, career development plans, performance appraisals, counseling services, and others to achieve equitable treatment of employees. Hears and resolves employee complaints. Reviews and initiates minor disciplinary actions. Recommends approval of requests for promotions, reassignments, status changes, awards, selections, etc. Performs other related duties as assigned.

YOUR DESCRIPTION OF WORK EXPERIENCE, LEVEL OF RESPONSIBILITY, AND ACCOMPLISHMENTS WILL BE USED TO DETERMINE THAT YOU MEET THE FOLLOWING REQUIREMENTS.

BASIC QUALIFICATIONS:

- GS-13: Experience - 52 weeks of Specialized Experience equivalent to at least the GS-12 level.
GS-12: Experience - 52 weeks of Specialized Experience equivalent to at least the GS-11 level.

**SPECIALIZED EXPERIENCE** is experience that demonstrated accomplishment of computer project assignments that required a wide range of knowledge of computer requirements that required a wide range of knowledge of computer requirements and techniques pertinent to the position to be filled. This knowledge is generally demonstrated by assignments where the applicant analyzed a number of alternative approaches in the process of advising management concerning major aspects of ADP 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 project.

**SUBSTITUTION OF EDUCATION FOR EXPERIENCE:** None. Applicants must have specialized experience.

**SUPERVISORY OR MANAGERIAL ABILITIES:**

- Ability to assign to and review work of subordinates, train and work effectively with subordinates from a variety of backgrounds and with different levels/areas of training.
- Ability to accomplish the quality and quantity of work expected within set limits of cost and time.
- Ability to plan own work and carry out assignments effectively.
- Ability to communicate with others effectively both orally and in writing in working out solutions to problems or questions relating to the work.
- Ability to understand and further management goals as these affect day-to-day work operations.
- Ability to develop improvements in or design new work methods and procedures.

**PERSONAL ATTRIBUTES:** The attributes below are important to success in supervisory or managerial positions at all supervisory levels. Accordingly, candidates must demonstrate all of the following personal qualities:

- Objectivity and fairness in judging people on their ability, and situations on the facts and circumstances;
- Capacity to adjust to change, work pressure, or difficult situations without undue stress;
- Willingness to consider new ideas or divergent points of view; and
- Capacity to “see the job through.”

**TIME-IN-GRADE REQUIREMENTS:** Candidates applying under the provisions of the Merit Promotion Plan must have completed at least 52 weeks of service at the GS-12 to qualify for the GS-13 level, and 52 weeks of service at the GS-11 to qualify for the GS-12. Candidates applying under the provisions of the Excepted Service Examining Plan may be appointed without regard to time-in-grade requirements.

**LEGAL AND REGULATORY REQUIREMENTS:** Candidates must meet time-after competitive appointment, time-in-grade, and qualification requirements by the closing date of the vacancy announcement.

**REASONABLE ACCOMMODATIONS:** This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

---

**\*\*\*NOTE\*\*\*** Refer to Operating Manual Qualification Standards Handbook or the IHS Excepted Service Qualification Standards, Series GS-2210, for complete information. For more information, contact your servicing Personnel Office.

---

**Merit Promotion Plan (MPP) Candidates:** Applications will be accepted from status eligibles (e.g., reinstatement eligibles and current permanent employees in the competitive Federal service) and from current permanent IHS employees in the Federal Service who are entitled to Indian Preference.

**Excepted Service Examining Plan (ESEP) Candidates:** Applications will be accepted from individuals entitled to Indian Preference. Current permanent IHS Excepted Service employees and Competitive Service employees or Reinstatement eligibles entitled to Indian Preference may also apply under the provision of the Indian Health Service Excepted Service Examining Plan (ESEP). These candidates **MUST** indicate on their application for Federal employment whether their application is submitted under the IHS Excepted Service Examining Plan, the IHS Area Merit Promotion Plan, or both.

Applications will also be accepted from individuals eligible for non-competitive appointment (e.g., applicants eligible for appointment under the Veterans Readjustment Act, the severely handicapped, those with a 30% or more compensable service connected disability).

**Veterans:** Veterans who are preference eligible or who have been separated from the armed forces under honorable conditions after three (3) years or more of continuous active service may apply.

**INFORMATION FOR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION UNDER THE INTERAGENCY CAREER TRANSITION ASSISTANCE PROGRAM (ICTAP).**

If you are a displaced Federal employee you may be entitled to receive special priority consideration under the ICTAP. To receive this priority consideration, you must:

1. Be a displaced Federal employee. You must submit a copy of the appropriate documentation such as RIF separation notice, a letter from OPM or your agency documenting your priority consideration status with your application package. The following categories of candidates are considered displaced employees.
  - A. Current or former career or career-conditional (tenure group I or II) competitive service employees who:
    1. Received a special RIF separation notice; or
    2. Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies that it is unable to place; or
    3. Retired with a disability and whose disability annuity has been or is being terminated; or
    4. Upon receipt of a RIF separation notice retired on the effective date of the RIF and submits a Standard Form 50 that indicates retirement in lieu of RIF; or
    5. Retired under the discontinued service retirement option; or
    6. Was separated because he/she declined a transfer of function or directed reassignment to another commuting area. OR
  - B. Former Military Reserve or National Guard Technicians who are receiving a special Office of Personnel Management (OPM) disability retirement annuity under section 8337(h) or 8456 of Title 5 United States Code.
2. Be applying for a position at or below the grade level of the position from which you have been separated. The position must not have a greater promotion potential than the position from which you were separated.
3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement.)
4. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
6. Be rated well qualified for the position including documented selective factors, quality ranking factors, physical requirements with reasonable accommodations and is able to satisfactorily perform the duties of the position upon entry.

---

**EVALUATION CRITERIA:** Evaluation will be made of Experience, Performance Appraisals, Training, Letters of Commendation, Self-Development, Awards and Outside Activities which are related to this position. To receive full credit for your qualifications provide a narrative statement which fully describes all aspects of your background as they relate to the knowledge, skills, and abilities (KSA's) outlined below and show the level of accomplishments and degree of responsibility.

The KSA's in your narrative statement will be the principle basis for determining whether or not you are highly qualified for the position. Describe your qualifications in each of the following:

1. Knowledge of ADP Standards, programming techniques and equipment operating systems.
2. Ability to supervise and review the work of others.
3. Ability to plan, organize work, and set priorities.
4. Knowledge of the Resource Patient Management System (RPMS) including the knowledge of the Health Information Patient Privacy Act (HIPPA) regulations.
5. Knowledge of Local Area Networks (LAN) and Wide Area Networks (WAN).

---

**SEE ATTACHED SUPPLEMENTAL QUESTIONNAIRE FOR DEFINITIONS.**

---

**HOW AND WHERE TO APPLY:** All applicants must submit **one** of the following to the Gallup Indian Medical Center, Human Resources Branch, 217 Marguerite Street, P. O. Box 1337, Gallup, New Mexico 87305, by close of business (4:30 p.m.) on the closing date: 09-26-08. For more information call (928) 871-1432.

1. OF-612, Optional Application for Federal Employment; **or**

2. SF-171, Application for Federal Employment; or
3. \*Resume; or
4. \*Other written application format.
5. **Declaration for Federal Employment" (OF-306) must be completed and submitted with original signature to determine your suitability for Federal employment, to authorize a background investigation, and to certify the accuracy of all the information in your application. Responding "yes" to any one of these two questions can make you ineligible for employment in this position.** If you make a false statement in any part of your application, you may not be hired; you may be fired after you begin work; or you may be fined or jailed.
6. **A copy of an official Bureau of Indian Affairs Form 4432, Indian Preference, signed by the appropriate BIA Official, must be submitted if the applicant claims Indian Preference.**

**\*INFORMATION REQUIRED FOR RESUMES AND OTHER APPLICATION FORMATS:** Resumes or other application formats must contain all of the information listed below in sufficient detail to enable the personnel office to make a determination that you have the required qualifications for the position. SPECIFICALLY, THE INFORMATION PROVIDED UNDER #8 (HIGH SCHOOL), #9 (COLLEGES AND UNIVERSITIES), AND #10 (WORK EXPERIENCE) WILL BE USED TO EVALUATE YOUR QUALIFICATIONS FOR THIS POSITION. FAILURE TO INCLUDE ANY OF THE INFORMATION LISTED BELOW MAY RESULT IN LOSS OF CONSIDERATION FOR THIS POSITION.

1. Announcement Number, Title and Grade of the position for which you are applying.
2. Full Name, Full Mailing Address, and Day and Evening Phone Numbers (with Area Codes).
3. Social Security Number.
4. Country of Citizenship.
5. Veteran's Preference Certificate: DD-214, and/or SF-15 if claiming 10-point preference. Veterans' Preference is not applicable to current DHHS permanent employees, Federal employees with competitive status, or reinstatement eligibles.
6. Copy of the latest SF-50, Notification of Personnel Action, if current or prior Federal employees.
7. Highest Federal civilian grade held (give series and dates held).
8. High School: Name, City, State (zip code if known) and date of Diploma or GED.
9. Colleges and Universities: Name, City, State (Zip code if known), majors, type and year of any degrees received (if no degree, show total semester or quarter hours earned); preferably attach transcripts.
10. **Work experience (Paid and Non-Paid); Job title, duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and ending dates (month/year), hours per week, and salary.**
11. Indicate if we may contact your current supervisor.
12. Job related training courses, skills, certificates, registrations and licenses (current only), honors, awards, special accomplishments.

**ADDITIONAL INFORMATION WILL NOT BE SOLICITED BY THIS OFFICE**  
**WE WILL NOT ACCEPT APPLICATIONS RECEIVED BY FAX, E-MAIL, OR ELECTRONIC RESUMES**

**NOTE:** Persons who submit incomplete applications will be given credit only for the information they provide and may not, therefore, received full credit for their veteran preference determination, Indian Preference, education, training, and/or experience.

**ADDITIONAL SELECTIONS:** Additional or alternate selections may be made within 90 days from the date the certificate was issued if the position becomes vacant or to fill an identical additional position in the same geographic location.

**INDIAN PREFERENCE:** Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act. Other than this, the IHS is an Equal Opportunity Employer.

**SELECTIVE SERVICE CERTIFICATION:** If you are male born after 12-31-59, and you want to be employed by the Federal Government, you must (subject to certain exemptions) be registered with the Selective Service System.

**EQUAL EMPLOYMENT OPPORTUNITY:** Selection for positions will be based solely on merit with no discrimination for non-merit reasons such as race, color, religion, gender, sexual orientation, national origin, politics, marital status, physical handicap, age, or membership or non-membership in an employee organization, promotion or appointments will not be based on personal relationship or other types of personal favoritism or patronage.

HUMAN RESOURCES CLEARANCE: *Ida Mark*

DATE: 09-08-08

Each application form and document must be individually identified by this announcement number - GA-08-081. All original documents and completed application form must be duplicated by the applicant before submission as we do not honor requests for xerox copies. The application and attachments become the property of this Personnel Office and will not be returned. Only material submitted by the closing date will be considered.

**SUPPLEMENTAL QUESTIONNAIRE**  
**SUPERVISORY INFORMATION TECHNOLOGY SPECIALIST, GS-2210-13/12**

1. **KNOWLEDGE OF ADP STANDARDS, PROGRAMMING TECHNIQUES AND EQUIPMENT OPERATING SYSTEMS.** The person in this position must have the knowledge of standard computer conventions, techniques, and operating systems used to implement and maintain application programs. This also includes the knowledge of the following: Software - Microsoft Office 2007 suite; Operating Systems – AIX and Microsoft Windows (all platforms); Relational Database – Cache; LAN/WAN - Internet Protocol (TCP/IP), Switches, and Routers; and third party utility software to manage networks, etc. This also includes the ability to serve as a technical authority on the installation, operation, maintenance, and support of computers and peripheral devices. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

2. ABILITY TO SUPERVISE AND REVIEW THE WORK OF OTHERS. This is the ability to evaluate the work of subordinates, counsel employees, recommend employees for selection and promotion, awards, discipline, formal training, schedule leave, resolve complaints, and provide computer and data communications support to both administrative and clinical programs. Includes the ability to sufficiently motivate and work effectively with subordinates in meeting productivity goals, objectives, and deadlines. What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

3. ABILITY TO PLAN, ORGANIZE WORK, AND PRIORITIZE. The person in this position must have the ability to work independently on a timely basis by effectively prioritizing, planning, scheduling, and controlling assignments. This includes the ability to provide guidance on equipment purchases and budgetary information for procurement of computer hardware and software programs to support the Office Information System. What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

4. KNOWLEDGE OF THE RESOURCE PATIENT MANAGEMENT SYSTEM (RPMS) INCLUDING THE KNOWLEDGE OF THE HEALTH INFORMATION PATIENT PRIVACY ACT (HIPPA) REGULATIONS. The person in this position must have the working knowledge of RPMS including the knowledge of the Health Information Patient Privacy Act (HIPPA) Regulations. This also includes the installation of computer hardware and software that support RPMS and NON-RPMS programs. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

5. KNOWLEDGE OF LOCAL AREA NETWORKS (LAN) AND WIDE AREA NETWORKS (WAN). The person in this position must have the working knowledge of data communications and networks infrastructure in order to bring various IT components together and function efficiently. This will also include knowledge of LAN/WAN technologies. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

---

### C E R T I F I C A T I O N

I CERTIFY that all of the statement made in the above questionnaire are true, complete, and correct to the best of my knowledge and belief, and are made in good faith.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date