



**DEPARTMENT OF HEALTH AND HUMAN SERVICES  
ALBUQUERQUE AREA INDIAN HEALTH SERVICE**



The Albuquerque Area Indian Health Service defines its mission as a commitment to the well-being and cultural integrity of Indian people through a participatory and consultative process.

THE ALBUQUERQUE AREA INDIAN HEALTH SERVICE IS A "TOBACCO-FREE" ENVIRONMENT

**VACANCY ANNOUNCEMENT**

<b>VACANCY ANNOUNCEMENT NO.</b>	<b>OPENING DATE</b>	<b>CLOSING DATE</b>
<b>SER-08-0468-JSU</b>	<b>September 29, 2008</b>	<b>October 29, 2008</b>
<b>POSITION TITLE, SERIES, GRADE AND SALARY</b>	<b>LOCATION AND DUTY STATION</b>	
<b>Information Technology Specialist</b>	<b>Jicarilla Service Unit</b>	
<b>GS-2210-11, \$56,815 per annum</b>	<b>Division of Administration</b>	
<b>(Special Salary Rate Authorized Under 5USC 5303)</b>	<b>Dulce, NM</b>	
<b>GS-2210-12, \$65,315 per annum</b>		
<b>(Includes Locality Pay Adjustment)</b>		

**AREA OF CONSIDERATION: IHS-Wide**

**RELOCATION:** Relocation Expenses will be paid.

**CONDITIONS OF EMPLOYMENT:**

- One permanent full-time position. The incumbent of this position is subject to call back and/or standby work. May be required to work evenings and/or weekends.
- This position involves operation of government vehicle to perform duties. Must possess and maintain valid state driver's license.
- Position has promotion potential to the GS-12.
- If you are a male, born after December 31, 1959, and you want to be employed by the federal government, you must (subject to certain exemptions) be registered with the Selective Service System.
- In accordance with Chapter 12, Indian Health Manual, IHS Employee Immunization Program, selected candidate will be required to submit proof of immunity to the following diseases: Rubella and Measles.
- Before hiring, the IHS will ask you to complete a "Declaration for Federal Employment" and/or "Addendum to Declaration for Federal Employment Indian Health Service Child Care & Indian Child Care Worker Positions" to determine your suitability for federal employment, to authorize a background investigation, and to certify the accuracy of all information in your application. Under P.L. 101-630 Indian Child Protection Act, anyone who answers in the affirmative will be found ineligible and unsuitable for employment in the Indian Health Service. 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.

**DUTIES AND RESPONSIBILITIES:**

The incumbent of this position serves as Information Technology Specialist for computer systems and telecommunications for the Jicarilla Service Unit. The incumbent supports the Service Unit's medical and administrative applications, also known as the Resource and Patient Management System (RPMS), the Microsoft (MS) Exchange Server for electronic mail, the Local Area Network (LAN), the Service Unit's component of the Wide Area Network (WAN) and various Personal Computers (PCs) and laptop computers running on 98/ME/2000/XP. **GS-11:** The duties and responsibilities are similar but performed with lesser independence and closer supervision. **GS-12:** Responsible for the installation, testing, operation, maintenance, training and problem resolution of the mission critical RPMS hardware and software, computer systems and related peripherals. Responsible for maintaining the RPMS Server, MS NT Exchange Server, performs and/or directs the performance of regularly scheduled systems management and maintenance procedures designed to ensure the integrity of the Operating Systems and MS Exchange Mail. Modifies and maintains the RPMS

server's operating system as well as modifying and maintaining the programs written in "M" programming language, including the VA Kernel and VA FileMan. Performs database backups, running diagnostic software routines to verify the operating integrity of the system, identifying problem conditions that will not respond to normal operator intervention methods and analyzing status information to identify peripheral equipment. Resolves complex systems problems resulting from unique hardware and software configuration isolating problems according to hardware, software, telecommunications or user error and coordinates with other professionals to resolve problems not addressable locally. Responsible for planning the implementation of Automated Data Processing (ADP) Systems within the Service Unit; oversees and/or performs the installation of newly acquired ADP equipment/systems and assure maximum benefit from managing these systems properly. Installs and troubleshoots problems related to EHR client software. Configure, troubleshoot and support any Citrix/Terminal services thin client in use for EHR. Shared responsibilities with the CAC leader of EHR to train staff on the use of EHR, setting up templates for provider staff, assist with clearing of RPMS electronic signature code and RPMS access, verify codes, assist with EHR GUI settings, keys allocation, and determining desktop settings for GUI. Troubleshooting EHR GUI, data entry errors, trouble tickets to ITSC (HQW), login call for RPMS and EHR GUI, resolve problems created by EHR in PCC data, pharmacy, laboratory and radiology software packages. Responsible for communicating with the different RPMS package administrators, changes and setup issues regarding EHR and how it will affect their packages. Responsible for the inventory and management of ADP equipment; develops and implements training and provides technical assistance for the implementation of all software and hardware to end users of the system. Provides technical assistance to the other ADP systems users, analyzes ADP problems ranging in complex to simple; implements Data Security Program for ADP systems, works with Area and Headquarters' (ITSC) software developers, provides technical support for the IHS Lab Services package and IHS Radiology package. Maintains data communications network within the Indian Health Service for the Jicarilla Service Unit, technology to ensure adequate connection. Plans the implementation of telecommunication equipment, oversees the installation of data equipment/systems and assures maximum benefit from telecommunication by properly managing the telecommunications network. Develops an annual Information Management Plan for submission to the Chief Executive Officer. Provides information needed to support the Service Unit's administrative and clinical needs, also includes system support for program planning, financial and personnel accounts, third party billing, contract health care services and operation research and management. Assists in evaluation of budget requirements for ADP systems, prepares annual reports on long-term planning for budgeting and forecasting of computer systems and data communications needs. Forecast future ADP system needs, providing guidance, expertise and recommendations and reviews all request for computer related hardware, software, and training, including allocation of systems resources. Collects and analyzes technical material (i.e., manuals, reports, e-mail, etc.), especially on RPMS hardware, from multiple sources including personnel contacts. Writes and/or maintains procedural handbooks and manuals relating to computer operation, defining concise and accurate system operation procedures, preventive maintenance protocols, alternative procedures in case of extended system malfunctions and training guides. Provides security training, assessments and reports. Assures that facility complies with applicable information system security regulations and policies.

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#### **COMPETITIVE SERVICE AND EXCEPTED SERVICE QUALIFICATION REQUIREMENTS:**

Candidates for the GS-11 must have had 52 weeks of Specialized Experience equivalent to at least the GS-11 level *OR* Ph.D *or* equivalent doctoral degree *or* 3 full years of progressively higher level graduate education leading to such a degree or LL.M, major study--computer science, information science, information systems management, mathematics, statistics, operations research, or engineering or course of work that required the development or adaptation of computer programs and systems and provided knowledge equivalent to a major in the computer field.

Candidates for the GS-12 must have had 52 weeks of Specialized Experience equivalent to at least the GS-11 level.

**Specialized Experience:** Experience that demonstrated accomplishment of computer project assignments 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 inter-relationships must be considered, or what operating mode, system software, and/or equipment configuration is most appropriate for a given project. Experience that demonstrated knowledge of approaches, techniques, and requirements appropriate to an assigned computer application area or computer specialty area in an organization (i.e. ability to manage the Local Area Network computer systems, operating system, e-mail system and components, and management of communication networks and interfaces with LAN/WAN, maintaining Unix server and related hardware pertaining to EHR, troubleshooting EHR GUI/RPMS, PCC data, Pharmacy, Laboratory and Radiology software packages.). Examples of the type of experience that will be credited are shown above under "Duties and Responsibilities."

**Time-In-Grade Requirements:** Merit Promotion candidates for the GS-11 must have completed at least 52 weeks of service no more than 2 grades lower than the position to be filled. Merit Promotion candidates for the GS-12 must have completed at least 52 weeks of service no more than 1 grade lower than the position to be filled.

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**EVALUATION METHOD AND RANKING FACTORS:** Evaluation will be made of the extent to which experience, education, training, self-development, performance appraisal, outside activities, and/or awards demonstrate that basically qualified candidates possess the Ranking Factors-KSA's described below. **It is to the applicant's advantage to address the following KSA's on a separate sheet of paper.**

1. Knowledge of computer systems standards, programming techniques and equipment operation in order to develop and maintain application programs.
2. Knowledge of computer system hardware and software applications on single-user microcomputers, printers, and modems used.
3. Knowledge of preparing contract specifications and purchase requisitions for computer hardware and software purchases and service agreements.
4. Ability to train, coordinate work and provide technical assistance.

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**WHO MAY APPLY:**

**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 Excepted 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 eligible entitled to Indian preference may also apply under the provision of the Indian Health Service Excepted Service Examining Plan.

Candidates **must indicate** 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).

**Indian Preference:** Indian Health Service is required by law to give absolute preference in employment to qualified Indian preference candidates.

Under the **Veterans Employment Opportunities Act (VEOA)**, veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply for permanent positions as an MPP candidate; however veterans' preference is not a factor in these appointments. Candidates must submit a copy of their DD-214 or other proof of eligibility.

**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 Raelyn Pecos (505) 248-4106. The decision on granting reasonable accommodation will be made on a case-by-case basis.

**Career Transition Assistance Program (CTAP)/Interagency Career Transition Plan (ICTAP):** Surplus or displaced employees covered by the U.S. Department of Health and Human Services CTAP program or the ICTAP program for all agencies, may apply and will be given special selection priority if determined to be eligible and well qualified. Well qualified is defined as meeting all education, experience, knowledge's, skills and abilities (KSA's) with a score in the above average range of a four-level crediting plan for all KSA's. For information on how to apply and required proof of eligibility, please refer to the following hyperlinks: **CTAP** at <http://www.ihs.gov/JobCareerDevelop/JobAtIHS/doc/ctap.doc> and for **ICTAP** at <http://career.psc.gov/chpublic/ictap.html>

- Only U.S. citizens may be appointed to the competitive service.

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**WHERE TO APPLY:**

**Applications MUST be received by close of business (5:00 p.m. MST) on the closing date to the following address:**

Albuquerque Area Indian Health Service  
Division of Human Resources  
5300 Homestead Road NE  
Albuquerque, NM 87110

For copies of vacancy announcements, download from the IHS website at [www.ihs.gov](http://www.ihs.gov) or the Office of Personnel Management (OPM) website at [www.usajobs.opm.gov](http://www.usajobs.opm.gov). **FAXED APPLICATIONS WILL NOT BE ACCEPTED.** We do not FAX vacancy announcements. For inquires, contact Raelyn Pecos, Human Resources Specialist, 505-248-4106.

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**REQUIRED DOCUMENTATION:**

- **Verification of Indian Preference:** Applicants who wish to receive Indian Preference **MUST** submit the **BIA Form 4432**, Verification of Indian Preference for Employment in BIA and IHS only. This certifies the applicant as an Indian as defined by the



**Addendum to Declaration for Federal Employment (OF 306)**  
**Indian Health Service**  
**Child Care & Indian Child Care Worker Positions**

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**Item 15a. Agency Specific Questions**

**Name:** \_\_\_\_\_ **Social Security Number:** \_\_\_\_\_  
(Please print)

**Job Title in Announcement:** \_\_\_\_\_ **Announcement Number:** SER-08-0468-JSU

Section 231 of the Crime Control Act 1990, Public Law 101-647, requires that employment applications for Federal child care positions contain a question asking whether the individual has ever been arrested for or charged with a crime involving a child and for the disposition of the arrest or charge.

Section 408 of the Miscellaneous Indian Legislation, Public Law 101-630, contains a related requirement for positions in the Department of Health and Human Services that involve regular contact with or control over Indian children. The agency must ensure that persons hired for these positions have not been found guilty of or pleaded nolo contendere or guilty to certain crimes.

To assure compliance with the above laws, the following questions are added to the Declaration for Federal Employment:

1) Have you ever been arrested for or charged with a crime involving a child? YES \_\_\_\_\_ NO \_\_\_\_\_

*[If AYES@, provide the date, explanation of the violation, disposition of the arrest or charge, place of occurrence, and the name and address of the police department or court involved.]*

2) Have you ever been found guilty of, or entered a plea of nolo contendere (no contest) or guilty to, any felonious or misdemeanor offense under Federal, State, or tribal law involving crimes of violence; sexual assault, molestation, exploitation, contact or prostitution; or crimes against persons; or offenses committed against children?  
YES \_\_\_\_\_ NO \_\_\_\_\_

*[If AYES@, provide the date, explanation of the violation, disposition of the arrest or charge, place of occurrence, and the name address of the police department or court involved.]*

I certify that (1) my response to these questions is made under penalty of perjury, which is punishable by fines of up to \$2,000 or 5 years imprisonment, or both; and (2) I have received notice that a criminal check will be conducted. I understand my right to obtain a copy of any criminal history report made available to the Indian Health Service and my right to challenge the accuracy and completeness of any information contained in the report.

\_\_\_\_\_  
**Applicant=s Signature (sign in ink)**

\_\_\_\_\_  
**Date**

Public Burden Statement: In accordance with Paperwork Reduction Act (5 CFR 1320.8 (b)(3)), a Federal agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Respondents must be informed (on the reporting instrument, in instructions, or in a cover letter) the reasons for which the information will be collected; the way the information will be used to further the proper performance of the functions of the agency; whether responses to the collection of the information are voluntary, required to obtain a benefit (citing authority), or mandatory (citing authority); and the nature and extent of confidentiality to be provided, if any (citing authority). Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the necessary data, and completing and reviewing the collection information. Send comments regarding the burden estimate or any other aspect of this collection of information to the IHS PRA Information Collection Clearance Staff, 12300 Twinbrook Parkway, Suite 450, Rockville, MD 20852.  
**Please do not send completed data collection instruments to this address.**

## HOW TO APPLY

The federal government does not require a standard application form for most jobs, but certain information is needed to evaluate your qualifications and determine if you meet legal requirements for federal employment.

<p><b>Optional Application for Federal Employment – Form Number OF-612</b>  <a href="http://www.opm.gov/forms/pdf_fill/of612.pdf">http://www.opm.gov/forms/pdf_fill/of612.pdf</a></p>	<p><b>Résumé or Other written application format with information requested below.</b></p>
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If your résumé or application does not provide all the information we request, you may lose consideration for a job. Applicants who submit incomplete applications will be given credit ONLY for the information they provide and may not receive full credit for their veteran preference determination, Indian preference, education, training and/or experience.

**Procedure for using résumé or other written application:** Format MUST contain the following information. FAILURE TO INCLUDE ANY OF THE INFORMATION LISTED BELOW MAY RESULT IN LOSS OF CONSIDERATION FOR THIS POSITION. ADDITIONAL INFORMATION WILL NOT BE SOLICITED BY THIS OFFICE.

- **JOB INFORMATION**  
Announcement number, title and grade of the job for which you are applying.
- **PERSONAL INFORMATION**  
Full name, mailing address (with ZIP codes), day and evening telephone numbers (with Area codes).  
Social Security Number.  
Country of citizenship.
- **EDUCATION**  
High School (name, city, state, ZIP code if known), and date of diploma or GED.  
College and/or 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).  
To obtain educational credit, applicants must submit a copy of all college transcripts.
- **WORK EXPERIENCE**  
Copy of latest Notification of Personnel Action (SF-50B) if current or former federal employee.  
Highest federal civilian grade held (give job series and dates held)  
Work experience (paid and unpaid)  
Job title (include series and grade if federal job)  
Duties and accomplishments  
Employer's name and address  
Supervisor's name and telephone number  
Starting and ending dates (month and year)  
Hours per week  
Salary  
Indicate if we may contact your current supervisor.
- **OTHER QUALIFICATIONS**  
Give dates but do not send documents unless requested  
Job related training courses  
Job related skills, i.e., computer software/hardware, tools, typing speed  
Job related certificates and licenses (if you are a licensed medical professional, submit copy of license to practice)  
Honors, awards, special accomplishments, i.e., publications, memberships, in professional or honor societies, leadership activities, public speaking, and performance awards.

**Submit a copy of applicable documents with your application if you are in the following categories:**

<b>COMMISSIONED OFFICER</b>	<b>INDIAN PREFERENCE</b>	<b>VETERAN PREFERENCE</b>	<b>FEDERAL EMPLOYEE</b>
<ul style="list-style-type: none"> <li>➤ Current Billet description</li> <li>➤ Most recent "Commissioned Officers Effectiveness Report".</li> <li>➤ Child Care Statement Form</li> <li>➤ Applicable Licensure</li> </ul>	<ul style="list-style-type: none"> <li>➤ Verification of Indian Preference for employment, Bureau of Indian Affairs (BIA) Form 4432.</li> <li>➤ Preference will not be given unless a copy of the BIA Form 4432 is attached to the application.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Certificates of Release or discharge from Active Duty, VA form DD-214, and/or</li> <li>➤ Application for 10-point Veterans Preference, Form SF-15 and supporting documents.</li> <li>➤ To receive preference if your service began October 15, 1976, you must have a Campaign Badge, Expeditionary Medal, or a service connect disability.</li> <li>➤ Preference will not be given unless a copy of the DD-214 (with appropriate dates) is attached to the application.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Latest Notification of Personnel Action, SF-50B verifying civil service status, grade, etc.</li> <li>➤ Current performance appraisal.</li> <li>➤ Priority consideration will not be given to DISPLACED FEDERAL EMPLOYEES, unless a copy of the appropriate documentation such as a RIF separation letter, a letter from OPM or your agency documentation showing your priority consideration status is attached to the application.</li> </ul>