



DEPARTMENT OF HEALTH AND HUMAN SERVICES

# NAVAJO AREA INDIAN HEALTH SERVICE



**VACANCY ANNOUNCEMENT**

CH-09-16

**OPENING DATE**

JANUARY 12, 2009

**CLOSING DATE**

FEBRUARY 2, 2009

**POSITION**

**SUPERVISORY INFORMATION TECHNOLOGY  
SPECIALIST (TELECOMMUNICATIONS)**

**LOCATION AND DUTY STATION**

**PHS INDIAN HOSPITAL, IRM DEPT., CHINLE, ARIZONA**

**GRADE/SALARY**

**GS-2210-12, \$67,613 - \$87,893 PER ANNUM**

**NUMBER OF VACANCIES**

**ONE VACANCY (072803)**

**APPOINTMENT**

- PERMANENT
- TEMPORARY
- NTE: \_\_\_\_\_

**WORK SCHEDULE**

- FULL-TIME
- PART-TIME
- INTERMITTENT

**AREA OF CONSIDERATION**

- COMMUTING AREA
- NAVAJO AREA WIDE
- IHS WIDE
- DHHS WIDE

**SUPERVISORY/MANAGERIAL**

- YES, MAY REQUIRE ONE YEAR PROBATION
- NO

**PROMOTION POTENTIAL**

- YES, TO GRADE \_\_\_\_\_
- NO KNOWN POTENTIAL

**HOUSING**

- YES, GOVERNMENT HOUSING IS AVAILABLE
- PRIVATE HOUSING ONLY

**TRAVEL/MOVING**

- MAYBE PAID FOR ELIGIBLE EMPLOYEES
- NO EXPENSES PAID

**DUTIES:** This position is located in the IRM Department, at the Chinle Service Unit, Chinle, Arizona and serve as the Telecommunication Manager for IRM. The position is responsible for providing a complete range of network and telecommunications management services, consultation services and support services for the voice and data programs of the Chinle Service Unit to include the Service Unit and satellite clinics. The IT Telecommunications Manager has the responsibility for supervising, managing, planning, and directing the Service Unit voice and data telecommunication systems supporting both the administrative and clinical programs of the Service Unit. Incumbent will be responsible for the overall management duties with planning, organizing, directing and evaluating a comprehensive and complex voice and data system for the Service Unit. Responsible for establishing and implementing long and short-term policies and procedures, program specific plans for a service unit wide integrated PBX and Data network system. The incumbent is the technical expert for telecommunication in the Chinle Service Unit including both data and voice technology. Responsible for designing, developing and maintaining network component data to automate the generation of detailed and summary reports of telecommunications to ascertain costs, inventories, staffing requirements and installation schedules. Formulates and implements the overall telecommunications and data communications systems to satisfy varying requirements and priorities necessary to support both clinical and administrative program functions. Responsible for technical and analytical studies for the creation, enhancement, implementation and operation of the Service Unit telecommunication network. Continually studies operations to seek improvement in the quality and quantity of services and takes or recommends necessary actions. Conducts staff meetings with subordinates to explain work requirements, methods, and procedures as needed. Supervises a minimum of one subordinate employee engaged in the technical support of telecommunications system. Determines personnel needs based upon increasing workload and manages available resources to provide optimal support services. Participates as required in the activities of ad hoc groups and committees that service as major sources of input on technical issues related to telecommunications management. Participates in the NAIHS HITAC working group to formulate overall NAIHS strategic goals and objectives for IRM.

**THIS POSITION IS LOCATED IN A SMOKE-FREE ENVIRONMENT** 



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

**POSITIVE EDUCATION REQUIRED:** NO

**LICENSURE REQUIRED:** NO

**BASIC QUALIFICATIONS:** Candidates must have completed 52 weeks of specialized experience equivalent to the GS-11 level to qualify for the GS-12 grade 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 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

**TIME-IN-GRADE REQUIREMENTS:** Candidates applying under the provisions of the Merit Promotion Plan must have completed 52 weeks of service at the GS-11 level to qualify for the GS-12 grade level.

**SELECTIVE PLACEMENT FACTOR:** None

**CONDITIONS OF EMPLOYMENT:** Immunization requirements- All persons born after 12-31-56 must provide proof of immunity to Rubella and Measles. Serology testing to confirm immunity and/or immunization will be provided free of charge. Special consideration may be allowed to individuals, who are allergic to a component of a vaccine, have a history of severe reaction to a vaccine, or who are currently pregnant. This applies to candidates for positions in any Service Unit or any Area Office position that requires regular work at a Service Unit.

**REASONABLE ACCOMMODATION:** 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.

**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.

**NOTE:** Refer to OPM Handbook Qualification Standards, Series GS-2210 for complete information. NO substitution of education for experience will be made in accordance with those standards. For more complete information contact your Servicing Personnel Office.

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**WHO MAY APPLY:**

**MERIT PROMOTION PLAN (MPP) CANDIDATES:** Applications will be accepted from status eligible (e.g., reinstatement eligible 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 provisions of the Indian Health Service Examining Plan. These candidates MUST indicate on their resumes or, application, whether their resume or 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 3 years or more of continuous active service may apply.

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**INFORMATION FOR DEPARTMENT OF HEALTH AND HUMAN RESOURCES (DHHS) SURPLUS OR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION.**

If you are currently a DHHS employee who has received a Reduction-in-Force (RIF) separation notice or a certificate of expected separation, you may be entitled to special priority selection under the DHHS Transition Assistance Program (CTAP). To receive this priority you must:

1. Be a current DHHS career or career-conditional (tenure group I or II) or be a current IHS excepted appointment (with no time limits) tenure group II excepted/competitive service employee who has received a RIF's separation notice or a Certificate of Excepted Separation (CES) and the date of the RIF separation has not passed and you are still on the rolls of DHHS. You must submit a copy of the RIF separation notice or CES along with your application.
2. Be applying for a position potential than the position from which you are being separated. The position must not have a greater promotion potential than the position from which you are being separated.
3. Have a current (or last) performance rating of record of least fully successful or equivalent. This must be submitted with your application package.
4. Be currently employed by DHHS in the same commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement closing date and met all the application criteria (e.g., submit all required documentation, etc.)
6. Meets the basic qualification for the position any documented selective factor, physical requirements with any reasonable accommodation and is able to satisfactory perform the duties of the position without undue interruption.

**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 employees.
  - A. Current or former career or career-conditional (tenure groups I or II) competitive service employees who:
    1. Received a specific RIF separation notice; or
    2. Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies 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 community area.
  - OR
  - B. Former Military Reserve or National Guard Technician 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 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 form 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 by achieving a score of 80 on a rating scale of 70 to 100 for the position including documented selective factors, quality ranking factor, 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 Appraisal, Training, Letters of Commendation, Self-Development, Awards and Outside Activities that are related to the position. To receive full credit for your qualifications, provide a narrative statement that 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 accomplishment and degree of responsibility.

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

1. **ABILITY TO PLAN, ORGANIZE AND SET PRIORITIES.**
2. **ABILITY TO INSTRUCT AND TRAIN PERSONNEL WITH A VARIETY OF BACKGROUNDS IN TELECOMMUNICATION AND COMPUTER USE.**
3. **ABILITY TO COMMUNICATE ORALLY AND IN WRITING.**

4. **ABILITY TO MANAGE THE OVERALL TELECOMMUNICATION ACTIVITIES.**
5. **ABILITY TO DIAGNOSE, MAINTAIN AND REPAIR TELECOMMUNICATION HARDWARE/SOFTWARE FAILURES.**

(SEE ATTACHED SUPPLEMENTAL QUESTIONNAIRE FOR DEFINITIONS).

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**NOTE: “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.*

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**HOW & WHERE TO APPLY:** All applicants, except Commissioned Officers, must submit one of the following to the PHS Indian Hospital, Personnel Management Branch, P.O. Box PH, Chinle, Arizona 86503, **BY CLOSE OF BUSINESS (5:00 P.M.) ON THE CLOSING DATE:**

1. OF-612, Optional Application for Federal Employment; OR
2. \*\*Resume;
3. \*\*Any other written application format; PLUS Official Transcript of college courses; copy of your most recent performance appraisal and any other necessary documentation pertinent to the position being filled.

**A copy of an Official Bureau of Indian Affairs Preference Certificate, BIA Form 4432, signed by the appropriate BIA Official, must be submitted if the applicant claims Indian Preference. Navajo Area Indian Health Service employees claiming Indian Preference need not submit the BIA Form 4432, but *MUST* state that such documentation is contained in their Official Personnel Folder.**

**\*\*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 job for which you are applying.
2. Full Name, Mailing Address (with zip code) and Day and Evening Phone Numbers (with area codes);
3. Social Security Number;
4. Country of Citizenship;
5. Veteran's Preference Certificate – DD-214, indicating Discharge and/or SF-15 – if claiming 10-points. Veteran's Preference is not applicable to current DHHS permanent employees, Federal employees with competitive status, or reinstatement eligibles;
6. Copy of latest SF-50, Notification of Personnel Action, if current or prior employee;
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 shows Total semester or Quarter Hours earned). (Attach Transcripts);
10. Work Experience (paid and nonpaid) – Job, title, duties and accomplishments, Employer's Name and Address, Supervisor's Name and phone number, starting and ending dates (month/year), hours/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.

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

**FOR MORE INFORMATION CONTACT:** Lori Smith, Human Resource Specialist, (928) 674-7033 OR email address: [lorraine.smith@ihs.gov](mailto:lorraine.smith@ihs.gov).

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

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

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**COMMISSIONED OFFICER:** Commissioned Officers applicants claiming Indian Preference will be evaluated by the Area Personnel Office against the applicable Preston standard; or the civil service standard, if no Preston standard exists. These applicants must describe the experience gained in their two most recent positions and provide the dates they occupied those positions. In addition, Commissioned Corps Indian Preference applicant must also provide information regarding education, including degrees obtained and schools attended and they must include home/work telephone numbers if this information is not contained in the resumes. When required by the vacancy announcement, these knowledge, skills and abilities that are being using as selective factors. Commissioned Corps Indian Preference applicants may also be required to submit proof of Indian Preference and proof of possession of the appropriate license.

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**SELECTIVE SERVICE CERTIFICATION:** 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.

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**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.

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HUMAN RESOURCE CLEARANCE

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DATE

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EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER CH-09-16. ALL ORIGINAL DOCUMENTS AND COMPLETED APPLICATION FORMS MUST BE DUPLICATED BY THE APPLICANT BEFORE SUBMISSION AS WE DO NOT HONOR REQUESTS FOR COPIES. COMPLETED FORMS WHEN SUBMITTED BECOME THE PROPERTY OF THIS HUMAN RESOURCE OFFICE AND WILL NOT BE RETURNED.

**SUPPLEMENTAL QUESTIONNAIRE**  
**SUPERVISORY INFORMATION TECHNOLOGY SPECIALIST (TELECOMMUNICATIONS)**  
**GS-2210-12**

1. **ABILITY TO PLAN, ORGANIZE AND SET PRIORITIES.** This is the ability to anticipate workload demands, schedules and completes assignments under pressure, and the ability to manage the workload effectively on several assignments under changing conditions and short deadlines with little or no supervision. 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)

2. **ABILITY TO INSTRUCT AND TRAIN PERSONNEL WITH A VARIETY OF BACKGROUNDS IN TELECOMMUNICATION AND COMPUTER USE.** This is the ability to meet and instruct individuals and groups on telecommunication equipments such as voice/data/video, facsimile and radio communications system. This also includes the ability to have a practical understanding of training programs and sources of telecommunications systems. 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 COMMUNICATE ORALY AND IN WRITING.** This is the ability to communicate verbally and in writing on variety of telecommunication and computer concepts. This also includes the ability to express oneself in writing with clear and concise information, in correspondences, reports, instructional material, manuals, and when conducting presentations. What in your background shows you posses this ability?

What was the duration of these activities?

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

4. **ABILITY TO MANAGE THE OVERALL TELECOMMUNICATION ACTIVITIES.** This is the ability to define requirements, coordinate implementation/installation of telecommunication systems. This also includes the ability to manage the overall Navajo Area Indian Health Service telecommunications activities within IHS guidelines, define telephone system requirements, data lines, and/or dedicated lines for NAIHS. Maintains telecommunication hardware equipment associated with software programs in optimal functioning capacity with the organization. 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)

5. **ABILITY TO DIAGNOSE, MAINTAIN AND REPAIR TELECOMMUNICATION HARDWARE/SOFTWARE FAILURES.** This is the ability to maintain telecommunication hardware equipment and software programs in optimal functioning capacity at the Navajo Area Indian Health Services. This also includes the ability to identify and report telecommunication equipment failure/malfunction. Also must have the knowledge of LANS, WANS, Video and Voice Communications. 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)

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**CERTIFICATION**

**I, CERTIFY THAT ALL OF THE STATEMENTS 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**