



DEPARTMENT OF HEALTH AND HUMAN SERVICES

NAVAJO REGION  
INDIAN HEALTH SERVICE



THIS POSITION IS LOCATED IN A TOBACCO-FREE ENVIRONMENT

**VACANCY ANNOUNCEMENT**

FD-09-04

**OPENING DATE**

January 12, 2009

**CLOSING DATE**

January 27, 2009

**POSITION** Interdisciplinary position with the following position titles and series:

- Nurse Specialist, GS-610
- Nurse Practitioner, GS-610
- Physical Therapist, GS-633
- Medical Technologist, GS-644
- Pharmacist, GS-660
- Audiologist, GS-665

**LOCATION AND DUTY STATION**

Fort Defiance Service Unit  
Division of Information Resources Management  
Fort Defiance, Arizona

**GRADE/SALARY for specified series:**

- GS-633-12: \$67,613 - \$87,893 per annum
- GS-644-12: \$67,613 - \$87,893 per annum
- GS-665-12: \$67,613 - \$87,893 per annum

GS-610-12: \$77,194 - \$95,005 per annum\*

GS-660-12: \$75,215 - \$93,026 per annum\*

\*SPECIAL SALARY RATE UNDER 5 USC 5303

**NUMBER OF VACANCIES**

TWO (2) Vacancies, PCN: 152820 and 152816

**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

**PROMOTIONAL POTENTIAL**

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

**HOUSING**

- GOVERNMENT HOUSING MAYBE AVAILABLE
- PRIVATE HOUSING ONLY

**TRAVEL/MOVING**

- MAYBE PAID FOR ELIGIBLE EMPLOYEE
- NO EXPENSES PAID

**DUTIES:** This position is located in the Division of Information Resource Management of the Fort Defiance Indian Hospital (FDIH), at Fort Defiance, AZ. Employee serves as a specialist/integrator in the implementation and ongoing support of multi-service clinical software applications used in the hospital and clinic setting for the Fort Defiance Indian Hospital and Nahata'Dziil Health center. The multi-service applications that support the Indian Health Service Electronic



Health Record (EHR) are defined as, but not limited to Patient Care Component (PCC), Text-Integration Utility (TIU), Case Management, Consults, Health Summary and View Patient Record (VPR). The duties involve serving as technical support and coordinator for these packages, consulting with department leaders and their staff in customizing software and training individuals in the daily operation of the packages as well as how the packages integrate with each other. Incumbent also works with other application coordinators with responsibility for a broad range of activities surrounding the implementation of a comprehensive, standardized integrated health care information system. The incumbent also works clinical departments on clinical process design and redesign integrating clinical information systems with clinical care and business processes.

Nurse Specialist, GS-610: Also provides specialized nursing care to patients with injuries, illnesses or attitudes that require adaptation of established nursing procedures. Provides highly specialized care coordination services to adult patients with chronic conditions that require a long-term plan of care, working collaboratively as a member of a multidisciplinary health care team.

Nurse Practitioner, GS-610: Also provides primary health care and nursing services in the clinics with an emphasis on individual and family-centered preventive approaches, targeting adult and geriatric patients. Serves on an interdisciplinary treatment team in a psychiatric setting that provides a therapy-oriented program for community-based patients and for in-patients to smooth their transition from total to partial hospitalization.

Physical Therapist, GS-633: Also plans and carries out treatment utilizing therapeutic exercise, massage, and physical agents such as air, water, electricity, sound, and radiant energy; performs tests and measurements involving manual or electrical means; and interpret results; and devises adaptation of equipment to meet the specific needs of patients.

Audiologist, GS-635: Also performs the full range of audiology duties addressing evaluation and treatment of all hearing disorders and associated problems.

Medical Technologist, GS-644: Also develops, maintains, and reviews a quality improvement, quality assurance, and quality control program for all sections of the laboratory; services as consultant to other medical providers.

Pharmacist, GS-660-12: Also prepares and dispenses prescription pharmaceuticals. Compounds and dispenses medications and preparations according to prescriptions. Deciphers and fills standard and non-standard prescriptions. Develops formulas to meet the requirements and preferences of the medical staff.

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**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: YES**

**LICENSURE REQUIRED: YES**

**QUALIFICATIONS by SERIES.** For the GS-12 level, you must meet the basic qualification for the series you applying for as described below AND 52 weeks of specialized experience equivalent to at least the GS-11 grade level:

**GS-610:** *Basic Requirement:* Degree or diploma from a professional nursing program approved by the legally designated State accrediting agency at the time the program was completed by the applicant.

*Registration:* Applicants must have active, current registration as a professional nurse in a State, District of Columbia, the Commonwealth of Puerto Rico, or a territory of the United States.

*Specialized Experience:* Experience must have equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position. At GS-9 and above, many positions require experience in a specialty area of nursing.

**GS-633:** *Basic Requirement:* Degree that included or was supplemented by (1) a physical therapy curriculum approved by a recognized professional accrediting organization at the time the curriculum was completed, and (2) the clinical affiliation requirements prescribed by the school.

*Licensure:* Applicants must pass a State-administered national examination.

*Public Health Service (PHS) Licensure Policy:* Each PHS therapist must possess and maintain current credentials consistent with the state of the art in his/her respective discipline. More specifically, each PHS physical therapist

must possess and maintain a current, valid, physical therapy license in a State. Applicants must meet this requirement prior to employment.

**Specialized Experience:** Experience in providing comprehensive physical therapy assessments, planning and carrying out treatment modalities, patient education and discharge planning for a variety of inpatient and outpatient situations.

**GS-644:** **Basic Requirement:** **A. Degree:** medical technology, chemistry, or biology that included or was supplemented by at least 16 semester hours of biological science of which one course was in microbiology and one course was in immunology; 16 semester hours of chemistry of which one course was in organic or biochemistry; and 3 semester hours of college mathematics.

**OR**

**B.** A full 4-year course of study that included or was supplemented by at least 12 months in a college or hospital-based medical technology program or medical technology school approved by a recognized accrediting organization. The professional medical technology curriculum may have consisted of a 1-year post-baccalaureate certificate program or the last 1 or 2 years of a 4-year program of study culminating in a bachelor's in medical technology.

**OR**

**C.** A combination of (1) at least 35 semester hours of biological science, chemistry, and mathematics as described in paragraph A above and (2) additional appropriate education and/or experience totaling 4 years. This combination of education and experience must have provided knowledge of the theories, principles, and practices of medical technology equivalent to that provided by the full 4-year course of study described in A or B above.

**Specialized Experience:** You must have one year of specialized experience at a level close to the work of this job that has given you the particular knowledge, skills, and abilities required to successfully perform. Typically we would find this experience in work within this field or a field that is closely related. Examples include clinical laboratory work which requires professional knowledge and competence in the field of medical technology. Performing analyses of human blood, urine, and other body fluids or tissues. Producing test data for use by physicians in detecting, diagnosing, and treating diseases.

**GS-660:** **Basic Requirement:** Degree: Four-year bachelor's degree in pharmacy recognized by the American Council on Pharmaceutical Education.

**Licensure:** Except for research positions that do not entail patient care, all applicants must be licensed to practice pharmacy in a State, territory of the United States, or the District of Columbia.

**Medical Requirements:** Applicants must be able to distinguish basic colors.

**Specialized Experience:** You must have one year of specialized experience at a level close to the work of this job that has given you the particular knowledge, skills, and abilities required to successfully perform. Typically we would find this experience in work within this field or a field that is closely related.

**GS-665:** **Basic Requirement:** Degree: For **audiologist** positions, master's degree that included 18 semester hours in the field of audiology with approved clinical practice.

**Specialized Experience:** Experience must have demonstrated breadth and level of knowledge of the principles and theories of speech pathology and/or audiology; skill in analyzing and interpreting test results in the evaluation of communicative disorders; ability to plan and conduct a program of therapy independently; ability to communicate effectively, orally and in writing; and ability to establish and maintain effective relationships with individuals and groups in evaluating and resolving problems in hearing, voice, language, or speech. The following are examples of qualifying professional experience that may have been obtained in a hospital, special treatment center for the disabled, university or community clinic, or industrial or educational institution:

- Investigating and studying the underlying causes, precipitating factors, symptomatic behavior, and the emotional and practical effect upon the patient of a particular impaired speech pattern; resolving speech impairments; and counseling patients and/or families in the adjustment to the speech impairment (for speech pathologist positions).
- Assessing, evaluating, analyzing, and treating communicative handicaps resulting from hearing impairments (for audiologist positions).

- Investigating methods to improve the clinical management of communicative disorders and to increase the basic scientific understanding of communicative processes and other factors causing their disruption.
- Providing instruction in the principles and bases of communication including clinical techniques and methods of assessment, evaluation, and treatment to audiologists, speech pathologists, and specialists in related fields (such as medical residents in otolaryngology).
- Teaching audiology or speech pathology at the graduate level.

**SELECTIVE PLACEMENT FACTOR:** None.

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

**CONDITIONS OF EMPLOYMENT: IMMUNIZATION REQUIREMENT** – All persons born after December 31, 1956 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.

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**NOTE:** Refer to OPM Handbook Qualification Standards, Series **GS-0610, 0633, 0644, 0660, and 0665** for complete information. Substitution of education for experience will be made in accordance with those standards. For more complete information contact your Servicing Personnel Office. In order to obtain educational credit, you are required to provide college transcripts by the closing date of this announcement.

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**WHO MAY APPLY:**

**Merit Promotion Plan (MPP) Candidates:** Applications will be accepted from status eligibles (e.g., reinstatement 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 eligibles entitled to Indian Preference may also apply under the provisions of the Indian Health Service Examining Plan. These candidates MUST indicate on their resume or, application, whether their resume or application is submitted under the IHS Excepted Service Examining Plan, the IHS Area Merit Promotion Plan or both.

Current IHS employees and those applicants eligible for reinstatement or transfer who do not indicate which procedures they are applying under will be considered under merit promotion only.

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 eligibles or who have been separated from the armed forces under honorable conditions after 3 years of more of continuous active service may apply.

**COMMISSIONED OFFICERS:** Commissioned Officers may indicate an interest in being considered by submitting a resume. Commissioned Corps applicants will be evaluated by the Human Resources 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 applicants 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 applicants must provide specific information related to any knowledge, skills and abilities which are being used as selective factors. Commissioned Corps applicants may also be required to submit proof of Indian Preference and proof of possession of the appropriate license.

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**INFORMATION FOR DEPARTMENT OF HEALTH AND HUMAN SERVICES (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 receive special priority consideration under the DHHS Career Transition Assistance Program (CTAP). To receive this priority consideration, 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 limit) tenure group II excepted/competitive service employee who has received a RIF separation notice or a Certificate of Excepted Separation (CES) and the date of the RIF separation has not passed and you still on the rolls of DHHS. You must submit a copy of the RIF separation notice or CES along with your application package.
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.
4. Be currently employed by DHHS 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. Meets the basic qualifications for the position, any documented selective factor, physical requirements with any reasonable accommodations and are able to satisfactorily 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 group 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 Reduction-in-Force (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 Technician who is 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 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 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.

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**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 (See attached Supplemental Questionnaire for definitions):

1. Knowledge of Resource Patient Management System (RPMS) healthcare delivery systems.
2. Ability to investigate, analyze and solve problems.
3. Knowledge of software, hardware and operating systems.
4. Ability to meet and deal with a variety of individuals and groups.

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**NOTE:** The Declaration for Federal Employment (OF-306), **AND** the IHS Addendum to the OF-306 must both be completed and submitted with your 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 the two questions on the Addendum 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.***

*This position is designated as a Child Care Position under Public Law 101-630 and Public Law 101-647.*

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**HOW & WHERE TO APPLY:** All applicants must submit **one** of the following to the Fort Defiance Indian Hospital, Human Resources Branch, P.O. Box 649, Fort Defiance, Arizona 86504, **by close of business, 5:00 p.m. MDT, on the closing date of this announcement.**

1. OF-612, Optional Application for Federal Employment; OR
2. \*Resume; or OR
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 (OPF).

**\*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.

**NOTE:** Applicants who do not submit the information requested above will be given credit only for the information they provide and may not, therefore, receive full credit for their Veteran's Preference determination, Education, Training and/or Experience.

**THIS OFFICE WILL NOT SOLICIT ADDITIONAL INFORMATION**

**APPLICATIONS RECEIVED BY FAX, E-MAIL OR ELECTRONIC RESUMES WILL NOT BE CONSIDERED.**

**APPLICATIONS MAILED USING GOVERNMENT POSTAGE OR THROUGH AN INTERNAL GOVERNMENT MAIL SYSTEM WILL NOT BE CONSIDERED.**

**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.

**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.

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

**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.

**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.

**FOR MORE INFORMATION CONTACT:** Larrisa T. Emerson, Human Resources Specialist by telephone: (928)729-8256 or by e-mail: larrisa.emerson@ihs.gov

/s/ Larrisa T. Emerson

January 8, 2008

HUMAN RESOURCES CLEARANCE

DATE

**EACH APPLICATION FORM AND DOCUMENT FORM MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER FD-09-04. 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 BECOMES THE PROPERTY OF THIS HUMAN RESOURCES OFFICE AND WILL NOT BE RETURNED.**

## SUPPLEMENTAL QUESTIONNAIRE

Interdisciplinary position with the following position titles and series:

Nurse Specialist, GS-610  
Nurse Practitioner, GS-610  
Physical Therapist, GS-633  
Medical Technologist, GS-644  
Pharmacist, GS-660  
Audiologist, GS-665

### **1. KNOWLEDGE OF RESOURCE PATIENT MANAGEMENT SYSTEM (RPMS) HEALTHCARE DELIVERY**

**SYSTEMS.** The person in this position must have the knowledge of hardware, peripheral devices, operating systems, and software on single-user computer systems, LAN, RPMS, Inix/AIX, Mumps, NT Server, and Windows 85, 98, NT and Win2K. What in your background indicates you possess this knowledge?

What was the duration of these activities?

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

**2. ABILITY TO INVESTIGATE, ANALYZE AND SOLVE PROBLEMS.** The person in this position must have the ability to investigate and analyze IT systems and estimate funding and time phasing requirements. This includes the ability to organize factual information and to interpret and evaluate in a logical manner in order to arrive at objective, supportable conclusions and make recommendations. What in your background indicates you possess this ability?

What was the duration of these activities?

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

**3. KNOWLEDGE OF SOFTWARE, HARDWARE AND OPERATING SYSTEMS.** This is the knowledge of hardware, peripheral devices, operating systems, and software on single-user and multi-user computer systems. What in your background indicates you possess this knowledge?

What was the duration of these activities?

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

**4. ABILITY TO MEET AND DEAL WITH A VARIETY OF INDIVIDUALS AND GROUPS.** This is the ability to effectively communicate orally, by expressing oneself in a clear and concise manner with individuals of various backgrounds and outside the organization regarding complex IT issues. This includes the ability to exercise tact and diplomacy in providing technical assistance and training in such a way that cooperation is received. What in your background indicates you possess this skill?

What was the duration of these activities?

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

#### 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.

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Signature of Applicant

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Date