

Individual Qualification Standard

Information Technology Management Series, 2210

Series Definition:

This series covers two-grade interval administrative positions that manage, supervise, lead, administer, develop, deliver, and support information technology (IT) systems and services. This series covers only those positions for which the paramount requirement is knowledge of IT principles, concepts, and methods; e.g., data storage, software applications, networking.

Information technology refers to systems and services used in the automated acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, assurance, or reception of information. Information technology includes computers, network components, peripheral equipment, software, firmware, services, and related resources.

Alternative Qualification Requirements for GS-5 and GS-7 (or equivalent) Level Positions:

GS-5 and GS-7 (or equivalent): Individuals may meet minimum qualification requirements in one of two ways:

1. **Alternative A** – Use this alternative if the entry-level position requires IT-related education or IT-related experience upon entry.

OR

2. **Alternative B** – Use this alternative if the entry-level position **does not** require IT-related education or IT-related experience upon entry.

Individuals whose eligibility is based on Alternative B must meet specified [test requirements](#) for competitive appointment to GS-5 and GS-7 (or equivalent) positions.

Basic Requirements: Individuals may qualify for positions through education or competency experience. All academic degrees and coursework must be from accredited or pre-accredited institutions.

Education:

<p>Undergraduate or Graduate Education: Degree in computer science, engineering, information science, information systems management, mathematics, operations research, statistics, or technology management <i>or</i> a degree that included coursework that required the development or adaptation of applications, systems, or networks and provided knowledge equivalent to a major in the fields identified above.</p>	
GS-5 (or equivalent)	<p>4-year course of study leading to a bachelor's degree</p> <p>Note: For Alternative B, the degree may be in any field.</p>
GS-7 (or equivalent)	<p>1 full year of graduate level education or Superior academic achievement</p> <p>Note: For Alternative B, the undergraduate or graduate education may be in any field.</p>
GS-9 (or equivalent)	<p>Master's degree or equivalent graduate degree or 2 full years of progressively higher level graduate education leading to a master's degree or equivalent graduate degree</p>
GS-11 (or equivalent)	<p>Ph.D. or equivalent doctoral degree or 3 full years of progressively higher level graduate education leading to a Ph.D. or equivalent doctoral degree</p>

NOTE: For positions at GS-12 and above (or equivalent), education is not qualifying (i.e., education cannot be substituted for specialized experience).

OR

Competency Experience:

Evidence of a competency may be demonstrated by paid or unpaid experience or completion of specific, intensive training, as appropriate. Examples of paid or unpaid experience that may be qualifying include experience gained through school, volunteer activities, military service, paid employment, hobbies, or professional, charitable, religious, community, social, or other organizations.

Alternative A (GS-5 and GS-7 (or equivalent)): Demonstrated evidence of experience in the required competencies **must** be IT-related.

Alternative B (GS-5 and GS-7 (or equivalent)): Demonstrated evidence of experience in the required competencies **does not** have to be IT-related.

Competency Experience								
Competencies	GS Grade Level (or equivalent)							
	Checkmark (√) indicates the competency is required at the specified GS grade level (or equivalent).							
	5	7	9	11	12	13	14	15
Attention to Detail - Is thorough when performing work and conscientious about attending to detail.	√	√	√	√	√	√		
Customer Service - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.	√	√	√	√	√	√	√	√
Decision Making - Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.							√	√
Oral Communication - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.	√	√	√	√	√	√	√	√
Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.	√	√						
Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.			√	√	√	√		
Positions at GS-7 and above (or equivalent) require 1 year of specialized experience at the next lower grade level which must be defined by the employing agency.		√	√	√	√	√	√	√

Specialized Experience for Positions with Parenthetical Titles:

Some positions require specialized experience related to one or more of the following parenthetical titles that must be defined by the employing agency.

- Policy and Planning
- Security
- Systems Analysis
- Applications Software
- Operating Systems
- Network Services
- Data Management
- Internet
- Systems Administration
- Customer Support