



**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

VACANCY ANNOUNCEMENT NO. SER-09-0244-AAO	OPENING DATE April 29, 2009	CLOSING DATE May 11, 2009
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POSITION TITLE, SERIES, GRADE AND SALARY	LOCATION AND DUTY STATION
Computer Assistant GS-0335-05, \$30,772 per annum	Albuquerque Area Office Division of Information Management Service Albuquerque, NM

(Includes Locality Pay Adjustment)

AREA OF CONSIDERATION: *Special area of consideration limited to Local Commuting Area* – Management determines in advance of the announcement that there is likely to be an adequate number of qualified applicants in the local commuting area. Non-Indian preference candidates outside this area will not be considered.

RELOCATION: Travel Expenses – Not Paid

Travel, transportation, and relocation expenses associated with reporting for duty in this position will be the responsibility of the employee.

CONDITIONS OF EMPLOYMENT:

- Two (2) intermittent positions not-to-exceed 1 year. The incumbent of this position is subject to call back and/or standby work.
- This position involves operation of government vehicle to perform duties. Must possess and maintain valid state driver’s license.
- 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.

DUTIES AND RESPONSIBILITIES:

Incumbent assists in establishing policies, procedures, and operational requirements for the implementation, management, and maintenance of the Indian Health Service (IHS) Continuity of Operations (COOP) planning program. Provides user support and troubleshooting in conference/meeting setup and equipment use, including integrated video and audio conferencing equipment. Reviews, prepares and submits Federal Information Technology related standard reports for IHS Management Official’s review. Acts as a liaison for a broad range of technically leveled customers in support of implementing IHS approved technology; providing assistance with critical network servers and provides support and training on the use of computer systems and standard IHS software. Works with Senior Level Specialists on various aspects of Information Technology (IT) planning and IT support and technical direction and solution to computer users on issues/problems related to computer access and operations. Sets up personal computer system in order to allow secure computer access and provide the availability of network resources. Establishes and manages official IT related databases and required logs and updates IHS approved office automation software/operating systems. Assists with Exchange e-mail accounts and assures active directory 2003 resources, including assisting with securely configuring and deploying mobile e-mail devices and computer systems. Assists in troubleshooting a variety of network issues, utilizing industry tools/devices in order to build and certify industry standard data and voice cables. Reports security incidents in accordance with the security incident reporting procedures. Performs other duties as assigned.

COMPETITIVE AND EXCEPTED SERVICE QUALIFICATION REQUIREMENTS:

Candidates for the GS-5 must have 52 weeks of Specialized Experience equivalent to at the least the GS-4 grade level **OR** 4 years above high school. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university. One year of full-time academic study is defined as 30 semester hours, 45 quarter hours, or the equivalent in a college or university, or at least 20 hours of classroom instruction per week for approximately 36 weeks in a business, secretarial, or technical school.

Specialized Experience: Experience that demonstrates knowledge of user oriented access, command, various control language for on-line software packages; or knowledge of data communication concepts, practices, procedures, standards, technology used to research and resolve customer problems associated with mainframe connectivity; or knowledge of mainframe functions, operating methods, and system analysis techniques for a variety of computer related functions, etc. The types of experience, which will be credited, are shown under "Duties and Responsibilities".

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-KSAs 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 system hardware, software, operating systems, and application programs.
2. Ability to recognize network server and computer problems.
3. Knowledge of procurement policies, procedures and other automated/manual administrative support systems.
4. Ability to effectively communicate.

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) of 1998**, veterans who are preference eligible or have substantially completed 3 or more years of continuous active service may apply for permanent positions as a merit promotion candidate; however, veterans' preference is not a factor in these appointments. Candidates must submit a copy of their DD-214 as 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 Lindsay Moore (505) 248-4786. 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.

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 or the Office of Personnel Management (OPM) website at www.usajobs.opm.gov. **FAXED APPLICATIONS WILL NOT BE ACCEPTED.** We do not FAX vacancy announcements. For inquiries, contact Lindsay Moore, Human Resources Specialist, 505-248-4786.

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 Indian Health Manual, Chapter 3, Indian Preference, dated December 22, 2008. **Indian preference will not be given unless the BIA Form 4432 is attached to the application/Résumé.**
- OF-306, Declaration for Federal Employment: Must be fully completed and submitted with current dated 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. **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.** Form may be downloaded from: the IHS Human Resources Website at: <http://www.ihs.gov/NonMedicalPrograms/DHR/index.cfm?module=applicants>
- To substitute education for experience, where applicable, you must submit a copy of your transcripts by the closing date or ensure that your resume includes sufficient detail (i.e., required course title, credit hours and grades) to document that you have met the education requirements. Official transcripts will be required prior to entry on duty.
- Copy of valid state driver's license.
- See '**HOW TO APPLY**' on last page, for additional information.

OTHER IMPORTANT INFORMATION:

- Persons who submit incomplete applications will be given credit only for the information they provide and may not, therefore, receive full credit for their veteran preference determination, Indian preference, education, training and/or experience.
- All material submitted for consideration under this announcement becomes the property of Division of Human Resources and is subject to verification. Therefore, careful attention should be given to the information provided. Fraudulent statements or any form of misrepresentation in the application process could result in loss of consideration for this position and/or a determination of unsuitability for federal employment.
- Additional or alternate selections may be made within 90 calendar days of the date the Candidate Referral Roster was issued. The positions to be filled must have the same title, series, grade, geographic location and qualification requirements as stated in the original vacancy announcement.
- **EQUAL EMPLOYMENT OPPORTUNITY:** Except for Indian preference, consideration will be given without regard to any non-merit factor such as race, color, religion, sex, national origin, partisan politics, physical or mental handicap, marital status, age, membership or non-membership in any employee organization, or sexual orientation.

DIVISION OF HUMAN RESOURCES CLEARANCE:

Lindsay Moore

Human Resources Specialist

04/29/2009

Date

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.

Optional Application for Federal Employment – Form Number OF-612 http://www.opm.gov/forms/pdf_fill/of612.pdf	Résumé or Other written application format with information requested below.
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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.
- **KSA**

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

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