Friday, March 31, 2000
MSG 2000-030

MEMORANDUM FOR: Human Resources Directors

FROM: HENRY ROMERO ASSOCIATE DIRECTOR FOR WORKFORCE COMPENSATION AND PERFORMANCE

Subject: Release of New Parenthetical Specialty Titles for the GS-334 Computer Specialist Series

The attached new parenthetical specialty titles for the GS-334 Computer Specialist Series are hereby released for official use by all Federal agencies effective immediately. The titles are available for use on an optional basis. Agencies may begin to apply the new parenthetical titles immediately or wait until the publication of the new Information Technology Job Family Classification Standard that is scheduled to be issued in the summer of 2000.

Guidelines governing the use of parenthetical titles are contained in the Introduction to the Position Classification Standards. This document can be accessed online at the following address: opm.gov/classapp/fedclass/gsintro.pdf or on the Human Resources Compact Disk (HRCD) which can be purchased from the Government Printing Office at access.gpo.gov/su_docs/sale/cdrom155.html

We encourage agencies to apply the parenthetical titles to both new and existing positions, if feasible, with the understanding that the titles are subject to change based on additional fact-finding and the results of the IT Pilot which is now in progress. Agencies are authorized to assign multiple specialty titles where a position involves work covered by more than one specialty.

A decision on the proposal to abolish the GS-391 Telecommunications Series and to merge the work currently covered by that series with the GS-334 series has not yet been made. We are continuing to evaluate the proposal in light of the many constructive comments that have been received.

If you have any questions about the new titles, please contact Rich D'Adamo at rldadamo@opm.gov or 202-606-8005.

Thank you.

Attachment

1. **Communications and Network Services** - This specialty covers the planning, analysis, design, development, testing, quality assurance, configuration, implementation, integration, maintenance, and/or management of networked systems used for the transmission of information in voice, data, and/or video formats. Functions include analyzing and defining network requirements, defining and maintaining physical network architecture and infrastructure, configuring and optimizing network servers, hubs, routers, and switches, analyzing network workload, monitoring network capacity and performance, diagnosing and resolving problems, making adjustments to ensure proper load balancing, developing backup and recovery procedures, installing, testing, maintaining, and upgrading network operating systems software, and ensuring the rigorous application of information security/information assurance policies, principles, and practices. Includes positions commonly referred to as network administrator, LAN/WAN administrator, network analyst, network designer, network engineer, communications analyst, data communications specialist, or communications engineer.

2. **Customer Support** - This specialty covers planning and delivery of customer support services including installation, troubleshooting, user assistance, and/or training. Functions may include diagnosing and resolving problems in response to customer reported incidents, researching trends and patterns of problems, developing and maintaining problem tracking databases, installing, troubleshooting, and maintaining hardware and software, performing backup and recovery operations, providing user training, and ensuring the rigorous application of information security/information assurance policies, principles, and practices. Includes positions commonly referred to as technical support specialist, user support specialist, help desk representative, and maintenance specialist.

3. **Data Management** - This specialty covers planning, development, implementation, and administration of systems for the acquisition, storage, and retrieval of data. Functions may include analyzing and defining data requirements and specifications, designing, developing, implementing, modifying, and managing databases, ensuring the accuracy and accessibility of data sources, analyzing and planning for anticipated changes in data capacity requirements, developing and administering data standards, policies, and procedures, defining data flow and developing data flow diagrams, building and maintaining data dictionaries, developing physical data models, developing and implementing data mining and data warehousing programs, and ensuring the rigorous application of information security/information assurance policies, principles, and practices. Includes positions commonly referred to as database developer, database administrator, data analyst, data administrator, data architect, storage specialist, and data warehouse specialist.

4. **Information Systems Security** - This specialty covers planning, analysis, development, implementation, maintenance, and enhancement of systems, programs, policies, procedures, and tools to ensure the integrity, availability, and confidentiality of information systems. Functions may include developing policies and procedures to ensure systems reliability and accessibility and to prevent and defend against unauthorized access to networks, systems, and data, conducting risk and vulnerability assessments of planned and installed systems, conducting security evaluations, audits, and reviews, developing contingency plans and disaster recovery procedures, participating in network and systems design to ensure implementation of appropriate

security policies, and assisting in the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes. Also may include developing and implementing programs to ensure that users understand and adhere to security policies and procedures. Includes positions commonly referred to as information security analyst/specialist and information assurance analyst/specialist.

5. **Policy, Planning, and Management** - This specialty covers a wide range of activities that typically extend and apply to an entire organization or major components of an organization. This includes strategic planning, capital planning, workforce planning, policy and standards development, budgeting, knowledge management, information architecture, infrastructure planning and modeling, investment analysis, auditing, and information security. Functions may include assessing policy needs and developing policies to govern IT activities, providing policy guidance to IT management, staff, and customers, coordinating the review of IT functions and processes to determine policy priorities, developing and maintaining strategic plans, defining current and future business environments, preparing IT budgets, identifying and addressing IT workforce issues, such as recruitment, retention, and training, conducting audits of IT programs and projects, and ensuring the rigorous application of information security/information assurance policies, principles, and practices. Includes positions commonly referred to enterprise resource planner, IT training officer, IT policy and planning analyst, IT program management specialist, and IT auditor.

6. **Software Engineering, Applications** - This specialty covers the design, development, modification, installation, implementation, and support of new or existing applications software. Functions may include analyzing systems requirements, writing code, validating data acquisition and output media/formats, designing user interfaces, working with users to test and debug applications, assuring software and systems quality and functionality, integrating hardware and software components, writing and maintaining program documentation, evaluating new and improved software applications and programming technologies, and ensuring the rigorous application of information security/information assurance policies, principles, and practices. Includes positions commonly referred to as programmer, programmer analyst, applications developer, software engineer, software developer, and software quality assurance specialist.

7. **Software Engineering, Systems** - This specialty covers the planning, installation, implementation, configuration, and maintenance of operating systems software. Functions may include analyzing systems requirements, evaluating and selecting operating systems software, modifying, testing, debugging, installing, and maintaining compilers, assemblers, and utilities, integrating hardware and software components, monitoring and fine-tuning operating systems performance, evaluating new and improved operating systems programming technologies, and ensuring the rigorous application of information security/information assurance policies, principles, and practices. Includes positions commonly referred to as systems programmer, mainframe programmer, and software engineer.

8. **Systems Administration** - This specialty covers planning and coordination of the installation, testing, operation, troubleshooting, and maintenance of hardware and software systems. Functions may include planning and scheduling the installation of new or modified hardware/software, allocating systems resources, managing accounts, network rights, and access to systems and equipment, administering passwords,

monitoring the performance, capacity, availability, serviceability, and recoverability of installed systems, implementing security procedures and tools, resolving hardware/software interface and interoperability problems, ensuring systems functionality, integrity, and efficiency, maintaining systems configuration, managing the installation and integration of system patches, updates, and enhancements, and ensuring the rigorous application of information security/information assurance policies, principles, and practices. Includes positions commonly referred to as systems administrator, site administrator, and UNIX/SOLARIS systems administrator.

9. **Systems Analysis** - This specialty covers planning and analysis of work processes leading to the application of information systems to meet user requirements. Functions may include conducting needs analyses to define opportunities for new or improved applications, consulting with users to identify requirements, conducting feasibility studies and trade-off analyses, preparing business cases, defining systems scope and objectives, developing cost estimates, developing overall functional and technical requirements and specifications, evaluating and recommending sources for systems components, ensuring the integration and implementation of applications, databases, networks, and systems, evaluating and providing consultation in the development of business and e-commerce applications, and ensuring the rigorous application of information security/information assurance policies, principles, and practices. Includes positions commonly referred to as systems analyst, business analyst, e-business/e-commerce specialist, equipment analyst, and hardware analyst.

10. **Web Development** - This specialty covers planning, design, development, testing, implementation, and management of internal and external web sites. Functions may include determining overall web site design and structure, monitoring web site functionality, security, and integrity, troubleshooting and resolving problems, reviewing, testing, and integrating web pages, collecting and analyzing web site statistics, evaluating new web applications, providing technical advice to web content providers, and ensuring the rigorous application of information security/information assurance policies, principles, and practices. Includes positions commonly referred to as webmaster, web specialist, web developer, and web architect.

11. **General** - This covers positions not classifiable in any of the other specialties, e.g., positions in new or rapidly evolving specialty areas. Please Note - Regardless of the nature of the work assigned, positions in this specialty must include responsibility for ensuring the rigorous application of information security/information assurance policies, principles, and practices.