Job Analysis Output Example

This is a sample set of required competencies and proficiency levels for a 2210 IT Specialist where offices involved agreed on common competencies but then wrote one additional required competency for specific specialties. The SMEs would then decide which proficiency levels are required for each competency at the grade they're hiring. If they are hiring two grades they would choose a different set of required proficiency levels for each. If they are hiring one grade, they would only need to create the required proficiency for the grade they are hiring and one level above that.

CORE: Technical Operations

Understands and applies IT methods and best practices, including troubleshooting technical issues, root cause analysis, mitigating risk, adhering to and enforcing agency-defined IT standards, and understanding and executing on business and technical requirements. Must have experience with modern IT practices within the last 3 years using one or more of the following: Virtualization, Microsoft OS, SQL/Oracle, Citrix, cloud technologies, UNIX, Cisco, HP, Force10, BigFix, Microsoft SCCM, Active Directory, DNS, firewalls, SMTP, scripting, and routing and switching.

- **Unfamiliar:** No practical experience in an IT environment in the last 3 years.
- **Familiar:** Limited experience in an IT environment. Experience with the most basic IT practices and methods such as technical problem solving (tier one experience). They can find an answer to a problem to troubleshoot basic technical issues and generally identify the cause of the problem.
- **Experienced:** Experience leading projects related to the development and application of IT methods and practices. Possesses core knowledge (e.g. administering and troubleshooting systems and applications) of modern IT practices to make and communicate clear recommendations.
- **Master:** Experience managing, measuring, and improving the development and application of an organization's IT methods and practices. Led efforts to define new IT standards. Recovered an organization from a problematic implementation by recommending and executing specific solution(s) to the unique needs of the organization.

CORE: Security and Policy

Uses the principles, methods, and tools for assessing vulnerabilities to develop or recommend appropriate mitigation countermeasures. Apply tactics, technologies, principles, and processes to protect, analyze, prioritize, and handle incidents. Leverages the knowledge of IT security principles to create well-written policy.

- **Unfamiliar:** Possesses no experience with security and policy as described by the definition.
- **Familiar:** Understands security requirements and ensure compliance with these requirements, knows where to go to make this happen
- **Experienced:** Tactical implementation and enforcement of security requirements; deployment experience while following security requirements; knows how to do basic hardening of a system, to include removing unused services and automated patching.
- **Master:** Works with security personnel to decide what the strategic plan is for developing security requirements, create and maintain security plans. Understand and interpret NIST requirements.

CORE: Communications and Collaboration

Explains technical concepts to both technical and non-technical audiences. Able to frame technical choices to decision makers and justify organizational IT needs against business priorities. Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals. Ability to understand others, empathize, and clearly articulate technical tradeoffs to non-technical individuals.

- **Unfamiliar:** Can explain some technical concepts to a general audience, but struggles with complex issues, either because they do not grasp the concepts well enough, or know the topic too well and cannot explain clearly to a general audience.
- **Familiar:** Explains technical concepts effectively, but may not make these explanations relevant to the intended audience by framing technical choices and engineering needs in the context of broader business priorities. Can identify distinct stakeholder groups, understands their different viewpoints, and communicates accordingly.
- **Experienced:** Understands the needs of external and internal stakeholders and can develop a plan that serves both. Helps audiences of all types better understand issues and the impact of technical decisions on their business requirements. Brings clarity when justifying IT needs against broader business priorities. Is able to communicate effectively up and down the chain from senior leadership to hourly workers.
- **Master:** Developed new ways of communicating technical information to various audiences. Has developed repeatable SOPs and process, templates, and systems for others to use in the organization to decide how this is operationalized. Provides examples and demonstrates the ability to manage multiple key stakeholders, including internal, external, and executive leadership, for influence across all levels of an organization.

CORE: Customer Service and Support

Works with external and/or internal customers a large, geographically dispersed organization to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows how to best utilize ticketing systems; is committed to providing quality products and services.

- **Unfamiliar:** Possesses no experience with a customer engagement and customer support.
- **Familiar:** Little experience with a customer engagement and customer support; able to resolve customer issues with minimal supervisory assistance. Has minimal experience in gathering and analyzing data for process improvement and little project management experience.
- **Experienced:** Experience with a broad or diverse customer base in a large, geographically dispersed organization; independently resolves technical issues for internal and external customers; identifies, evaluates and manages customer service performance issues; performs needs analysis to identify areas of improvement and solutions issues.
- **Master:** Applies a strategic approach to developing customer service requirements; uses quality assurance methods to maintain business analysis and assess customer experience. Engages or fosters relations with key stakeholders at various levels, and independently identifies and resolves potential issues. Identifies areas of process improvement and implements necessary changes without management engagement. Develops customer support policies and standards.

ROLE: Active Directory

Uses methods and controls to validate the identity of individuals to verify access approval and level, and monitor activity to ensure that only authorized access is taking place. Automates, develops, implements, and administers enterprise Active Directory and associated systems, including external environments using modern methods and principles. Uses database management systems and software to control the organization, storage, retrieval, security, and integrity of data.

- **Unfamiliar:** No practical experience in managing authentication to a network.
- **Familiar:** Knows how to manage users in groups and organizational units. Knows how to troubleshoot GPO application.
- **Experienced:** Design and implement a managed GPO architecture, including setting up a security delegation process to approve requests. Designs and implements enterprise level Active Directory architecture. Familiar with PKI and troubleshooting certificate issues. Creates and configures role-based access control (RBAC) infrastructure for Active Directory management. Manage and configure DNS to ensure it follows all agency required security controls. Have the ability to create custom powershell scripts.
- **Master:** Same as experienced but have the ability to design and implement the PKI and DNS infrastructure. Have knowledge of synchronizing directories. Familiar with directory migrations.

ROLE: Network Infrastructure

Designs and provides expert input based on their knowledge of architecture and topology of software, hardware, and networks, including LANs, WANs, WiFi, and telecommunications systems, their components and associated protocols and standards. Manages and troubleshoots the operation and integration of these components. Demonstrates expertise of how systems communicate over common network protocols, and the function of firewalls, load balancers, and other security devices.

- **Unfamiliar:** No practical experience in network management.
- **Familiar:** Supported the implementation of LAN, WAN, and WiFi infrastructures at the multi-site enterprise level.
- **Experienced:** Led the implementation of LAN, WAN, and WiFi infrastructures at the multi-site enterprise level. Can help engineer solutions for future technologies.
- **Master:** Experience with design and implementation of LAN, WAN, and WiFi infrastructures at the multi-site enterprise level. Can engineer solutions for future technologies.

ROLE: Patch Management

Develops and implements procedures to create and deliver products and services, including tools and mechanisms for distributing new or enhanced software. Applies the principles, method--s, and procedures used for the automated control of a process, including the design, development, and maintenance of associated software, hardware, and systems. Demonstrated knowledge of SQL databases and the ability to create ad hoc queries.

- **Unfamiliar:** No knowledge of automated patching tools
- **Familiar:** Has deployed automatic patches/applications using Microsoft SCCM, BigFix, or similar tools.
- **Experienced:** Has created and tested content. Has deployed and monitored patches/applications using Microsoft SCCM, BigFix, or similar tools in a complex, globally distributed, multi-site organization. Ability to use template reports.
- **Master:** Created and managed SCCM or BigFix infrastructure. Ability to create and maintain efficient deployment infrastructure. Has created ad-hoc reports.