



U.S. Secret Service, Office of Human Resources



Information Technology Specialist (Public Notice Flyer)

Information Technology (IT) Specialist, GS-2210-13/14

Vacancy Number: TEC-LB007-20-DH

- Multiple vacancies in Washington, D.C. or other US locations
- Work Schedule: Full-time
- Appointment Type: Permanent
- Salary Range (per year):
 - GS-13: \$99,172.00 to \$128,920.00
 - GS-14: \$117,191.00 to \$152,352.00
- Opening and Closing Period: October 31, 2019 to October 30, 2020
- Who May Apply: All United States citizens, nationals, or those who owe allegiance to the United States; and Interagency Career Transition Assistance Program (ICTAP) eligible (only applicable if you have worked in the Federal government).

Appointments may be made at the GS-13 or GS-14 level. The full performance level will depend on the position that you are ultimately selected to occupy.

Summary

Do you have a passion for public service? The United States Secret Service (USSS) is looking for you! The USSS is a premier law enforcement organization with two (2) critical national security missions: protect our nation's leaders and to conduct criminal investigations. Our team members continue a tradition of excellence – whether investigating financial crimes or protecting national and visiting foreign leaders. In the USSS we serve the country with duty, loyalty, justice, integrity, and courage.

The Office of Technical Development and Mission Support (TEC), Technical Security Division (TSD), is responsible for providing a technically secure environment for the President at the White House, Vice Presidential Residence, and such places that the President and Vice President may be temporarily located and providing technical security for other protectees during travel and at their residences, as directed or requested.



Duties

The United States Secret Service, is looking for talented individuals to serve as an IT Specialist subject matter expert in one of the following areas:

1. IT Network – duties may include:
 - Installing, configuring, operating, maintaining and optimizing Secret Service data networked equipment, components, operating systems and software, to include computers, printers, fiber, local area network (LAN), wide area network(WAN) metropolitan area network (MAN) routers, switches, routers, hubs, firewalls, intrusion detection systems
 - Managing complex projects, preparing project plans, contingency plans, objectives, schedules, allocating and assigning resources;
 - Defining system administration standards and processes for maintaining a sound server and system infrastructure;
 - Defining and developing network standards and processes for maintaining a sound network architecture and infrastructure;

2. IT Security – duties may include:
 - Developing policies and procedures for the Division's related security systems, certification and accreditation to ensure compliance with various Federal regulatory requirements;
 - Evaluating established policies to determine if new methods or procedures are needed to integrate information systems security with other security disciplines;
 - Conducting periodic and continuous reviews of IT systems to ensure compliance and maintain existing information system security documentation including system security plans, security controls matrix and assessments and security configuration guides;
 - Overseeing and providing direction on information assurance, cybersecurity requirements and enforces managerial and operational security controls in accordance with principles established by NIST.

Benefits

The USSS offers its employees a wide range of benefits including:

- Low-Cost Federal health and life insurance
- Paid Holidays
- Paid leave for personal, recreational, and health needs
- Thrift Savings Plan (similar to a 401(k) Plan)
- Flexible work schedules
- Telework
- Transit and child care subsidies
- Tuition reimbursement and student loan repayment
- Training and development
- Relocation bonus or Recruitment bonus may be paid



Positions may be eligible to receive Administratively Uncontrollable Overtime (AUO) added to base pay at a rate between 10-25%, based on the position that you occupy and management approval.

Competencies

The competencies or knowledge, skills, and abilities needed to perform this job are:

IT Network – Expert knowledge of IT servers, system performance, and maintenance; Comprehensive knowledge of IT security systems and various IP networking technologies and their implementation; Ability to patch network vulnerabilities to ensure that information is safeguarded against outside parties; Comprehensive knowledge of network specifications and demonstrated ability managing the evaluation, development and implementation of network systems; and Mastery and skill in applying network system management concepts and hardware/software architecture related to network communications system sufficient to configure security infrastructure requirements, servers, workstations, VPNs, backup systems, switches, routers, firewalls, intrusion detection systems, network management systems and various other network enabled devices.

IT Security – Mastery and skill to apply a total infrastructure protection environment, systems security certification and accreditation requirements and processes; Knowledge of federal information systems security protocols in order to integrate information systems security with other security disciplines to ensure coordination and/or collaboration of security activities; Knowledge of Federal Government Security Assessment and Authorization practices and policies, including the Federal Information Security Management Act (FISMA) and NIST and Special Publications 800 series to include system security plans, contingency plans, incident response plans, configuration management plans, security control requirements and assessments; and Expert knowledge and skill in applying complex information systems/cybersecurity audit controls.

Qualifications

You must demonstrate at least one (1) year of the defined specialized experience equivalent to the next lower grade level and meet the Office of Personnel Management (OPM) Individual Occupational Requirements (IOR).

Specialized experience is defined as:

- GS-13: performing duties such as developing, recommending and establishing comprehensive new requirements and conceiving new strategies for the solution of extremely complex challenges/problems pertaining to infrastructure information systems/cybersecurity and enterprise compliance requirements; initiating or leading system upgrades of switches, router, firewalls, or other hardware or software replacements.
- GS-14: performing duties such as operating, managing and maintaining network communications systems and associated peripherals to plan, develop, manage and implement broad, critical and complex projects regarding physical security network technology and communications systems; and developing and implementing technical strategies and solutions based on a balanced assessment of network workload, capacity and performance and troubleshooting.



AND

Office of Personnel Management (OPM) Individual Occupational Requirements (IOR) is defined as:

1. **Attention to Detail** - Identifies, addresses, and devises solutions to technical issues impacting IT operations, systems, and technologies; and financial issues impacting budget projections and allocations for personnel and equipment.
2. **Customer Service** - Works with clients and customers (that is, 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.
3. **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.
4. **Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Conditions of Employment

- Security Clearance: Top Secret
- Successful completion of a polygraph examination
- Pass a drug test (urinalysis)
- Certify you have registered with the Selective Service System if you are a male applicant born after December 31, 1959, or certify you are exempt from having to do so under Selective Service law
- Occasional Travel – Domestic and Foreign
- May require installation of equipment in small or hard to get to areas

HOW TO APPLY

Instructions for Submitting Resumes and Applicable Documents

All resumes, un-official college transcripts, and certifications should be submitted to TSDIT@ussd.dhs.gov and include work experience in month/year format (MM/YYYY), reflecting starting date and ending date, and include the number of hours worked per week.

Special Priority Selection rights under ICTAP: Submit a copy of your agency notice, copy of your most recent performance appraisal (with at least a satisfactory rating), and your most current SF-50 noting position, grade level, and duty location. To be considered well qualified, you must meet the specialized experience and OPM's Individual Occupational Requirements as listed in the Qualifications Section. The subject line of your email should state ICTAP.



Next steps

Once your complete application is received we will conduct an evaluation of your qualifications and determine your eligibility. You will only be contacted if your resume /documents are deemed to meet the OPM Qualifications Standard **and** if you are selected for an interview. Otherwise, you will be notified at the conclusion of the open period.

Applying to this announcement certifies that you give permission for DHS to share your application with others in DHS for similar positions.

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

The Department of Homeland Security encourages persons with disabilities to apply, to include persons with intellectual, severe physical or psychiatric disabilities, as defined by 5 CFR § 213.3102(u), and/or Disabled Veterans with a compensable service-connected disability of 30 percent or more as defined by 5 CFR § 315.707. Veterans, Peace Corps/VISTA volunteers, and persons with disabilities possess a wealth of unique talents, experiences, and competencies that can be invaluable to the DHS mission. If you are a member of one of these groups, you may not have to compete with the public for federal jobs. To determine your eligibility for non-competitive appointment and to understand the required documentation, click on the links above or contact the Servicing Human Resources Office listed at the bottom of this announcement.

Equal Employment Opportunity Policy <https://www.opm.gov/about-us/our-people-organization/support-functions/equal-employment-opportunity/>

