

IBC GS-0301 Miscellaneous Administration & Program Cluster

Approved by the Competency Modeling Validation Board 03/08/2016

GS-0301 Base Model (applicable to all GS-0301's):

Competency	Definition	Proficiency Level	Remarks						
Analytical Thinking	Able to breakdown raw information and undefined problems into specific, workable components that, in turn, clearly identify the issues at hand. Makes logical conclusions, anticipates obstacles, and considers different approaches that are relevant to the decision making process.	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; text-align: center;"><u>GS-05-10</u></td> <td style="border-bottom: 1px solid black; text-align: center;"><u>GS-11-13</u></td> <td style="border-bottom: 1px solid black; text-align: center;"><u>GS-14-15</u></td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> </table>	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	3	4	5	
<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>							
3	4	5							
Information Management	Identifies a need for and knows where or how to gather information, organizes and maintains information or information management systems.	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; text-align: center;"><u>GS-05-10</u></td> <td style="border-bottom: 1px solid black; text-align: center;"><u>GS-11-13</u></td> <td style="border-bottom: 1px solid black; text-align: center;"><u>GS-14-15</u></td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> </table>	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	3	4	5	
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3	4	5							
Legal, Government, & Jurisprudence	Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; text-align: center;"><u>GS-05-10</u></td> <td style="border-bottom: 1px solid black; text-align: center;"><u>GS-11-13</u></td> <td style="border-bottom: 1px solid black; text-align: center;"><u>GS-14-15</u></td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> </table>	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	3	4	5	
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3	4	5							

Group 1 (Administrative Specialist, Executive Staff Assistant and HR Support Specialist)

Additional Competencies:

Competency	Definition	Proficiency Level	Remarks						
Technical – Administrative Operations	Plans, coordinates, and executes business functions in support of administrative and management activities to facilitate organizational operations such as scheduling, office communication, document generation, resource management, procurement and/or financial management within an organization.	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; text-align: center;"><u>GS-05-10</u></td> <td style="border-bottom: 1px solid black; text-align: center;"><u>GS-11-13</u></td> <td style="border-bottom: 1px solid black; text-align: center;"><u>GS-14-15</u></td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> </table>	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	3	4	5	
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3	4	5							

Technical – Automated Administrative Systems	Effective use of automated administrative systems such as the Integrated Personnel/Payroll Systems/Subsystems, Accounting & Business-Related Systems, Travel Systems, Time and Attendance Systems, Procurement Systems, etc., to perform essential business functions.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	
Technical - HR Information Systems <i>HR Support Specialist ONLY</i>	Knowledge of HR management concepts, principles, and practices related to identifying and analyzing HR processes, translating functional requirements into technical requirements, and delivering and maintaining HR information systems.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	

Group 2 (Client Conversion Specialist, Supvy Client Program Management Specialist)

Additional Competencies:

Competency	Definition	Proficiency Level			Remarks
Requirements Analysis	Knowledge of the principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; includes translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	
Systems Testing & Evaluation	Knowledge of the principles, methods, and tools for analyzing and developing system test and evaluation procedures and technical characteristics of IT systems, including identifying critical operational issues.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	
Technical – Administrative Systems Design/Maintenance <i>(Recommended Addition)</i>	Knowledge of the design, development, configuration, and/or testing of administrative systems (e.g. HR/payroll systems/subsystems, accounting systems, etc.) Trouble-shoots, diagnoses, analyzes, and identifies system issues to determine the root cause and facilitate the issue's resolution.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	

Technical – Automated Integrated Personnel & Payroll System/Subsystems	Effective use of integrated system for data management, analysis and problem identification, and/or performance of personnel and payroll processing to ensure compliance with regulations and accurate and timely personnel and payroll services to client agencies.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	

Group 3 (TMS Support Specialist)

Additional Competencies:

Competency	Definition	Proficiency Level			Remarks
Technical Problem Solving	Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	
Technical – Automated Administrative Systems	Effective use of automated administrative systems such as the Integrated Personnel/Payroll Systems/Subsystems, Accounting & Business-Related Systems, Travel Systems, Time and Attendance Systems, Procurement Systems, etc., to perform essential business functions.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	

Group 4 (Drug Program Specialist, Supvy Drug Program Coordinator)

Additional Competencies:

Competency	Definition	Proficiency Level			Remarks
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.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	
Technical – Drug & Alcohol Testing	Knowledge of drug and alcohol testing processes, procedures and methodologies to conduct collections and/or manage a Drug-Free Workplace Program.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	

Group 5 (Documentation Specialist, Functional Systems Analyst, Functional Systems Analyst (HR) and Supvy Functional Systems Analyst (HR))

Additional Competencies:

Competency	Definition	Proficiency Level	Remarks
Configuration Management	Knowledge of the principles and methods for planning or managing the implementation, update, or integration of information systems components.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 5	
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.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 5	
Requirements Analysis	Knowledge of the principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; includes translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 5	
Systems Testing & Evaluation	Knowledge of the principles, methods, and tools for analyzing and developing system test and evaluation procedures and technical characteristics of IT systems, including identifying critical operational issues.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 5	
Technical – Administrative Systems Design/Maintenance	Knowledge of the design, development, configuration, and/or testing of administrative systems (e.g. HR / Payroll Systems/Subsystems, Accounting Systems, etc.) Trouble-shoots, diagnoses, analyzes, and identifies system issues to determine the root cause and facilitate the issue’s resolution.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 5	

Technical – Technical Documentation <i>Documentation Specialist ONLY</i>	Knowledge of procedures for developing technical and operational support documentation.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 5	
Technical – Records Management <i>Documentation Specialist ONLY</i>	Knowledge of policies, procedures, and processes for the creation, maintenance, use, retirement, retrieval and disposition of records.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 5	

Group 6 (Program Support Specialist & Project Specialist)

Additional Competencies:

Competency	Definition	Proficiency Level	Remarks
Business Planning and Resource Management	Translates strategic goals into business objectives (i.e., growth, revenue, productivity targets, workload objectives, unit costs, etc.) Identifies the tactical projects and operations management parameters required to achieve the business objectives. Identifies resources required to execute the project and operations objectives.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 5	
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.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 5	
Strategic Thinking	Formulates objectives and priorities, and implements plans consistent with the long-term interests of the organization in a global environment. Capitalizes on opportunities and manages risk.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 5	

Technical - Program Management	Manages a program area for an organization that may consist of multiple projects and programs across a broad spectrum of functional specialties such as financial management, policy development, organizational development, quality management, and/or performance metrics; directs related resources, personnel and activities.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	

Group 7 (Performance Support Specialist, Supervisory Performance Support Specialist)

Additional Competencies:

Competency	Definition	Proficiency Level			Remarks
Technical- Automated Administrative Systems	Effective use of automated administrative systems such as the Integrated Personnel/Payroll Systems/Subsystems, Accounting & Business-Related Systems, Travel Systems, Time and Attendance Systems, Procurement Systems, etc., to perform essential business functions.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	
Technical – Instructional System Design	Plan, design, develop and implement multi-media training and performance improvement systems through complex authoring systems and programming languages.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	

Group 8 (Personnel Systems Analyst, Personnel Systems Analyst (Security), Supvy Personnel & Client Liaison Coordinator, Supvy Personnel Systems Analyst)

Additional Competencies:

Competency	Definition	Proficiency Level			Remarks
Requirements Analysis	Knowledge of the principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; includes translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	

Systems Testing & Evaluation	Knowledge of the principles, methods, and tools for analyzing and developing system test and evaluation procedures and technical characteristics of IT systems, including identifying critical operational issues.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	
Technical- Administrative Systems Design/Maintenance	Knowledge of the design, development, configuration, and/or testing of administrative systems (e.g. HR / Payroll systems / subsystems, Accounting Systems, etc.) Trouble-shoots, diagnoses, analyzes and identifies system issues to determine the root cause and facilitate the issue's resolution.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	
Technical – Automated Integrated Personnel & Payroll System/Subsystems	Effective use of integrated system for data management, analysis and problem identification, and/or performance of personnel and payroll processing to ensure compliance with regulations and accurate and timely personnel and payroll services to client agencies.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	
External Awareness <i>Supervisory Personnel & Client Liaison Coordinator ONLY</i>	Identifies and keeps up-to-date on key agency policies/priorities and economic, political, and social trends which affect the organization; understands where the organization is headed and how to make a contribution.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	

Group 9 (Chief of Staff, Chief Strategy & Performance Officer, Deputy Associate Director and Supvy Program Support Coordinator)

Additional Competencies:

Competency	Definition	Proficiency Level				Remarks
Organizational Awareness	Knows the organizations mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	<u>ES/SL</u>	
		3	4	5	5	

Technical - Program Management	Manages a program area for an organization that may consist of multiple projects and programs across a broad spectrum of functional specialties such as financial management, policy development, organizational development, quality management, and/or performance metrics; directs related resources, personnel and activities.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	<u>ES/SL</u>	
		3	4	5	5	

Group 10 (Project Manager, Project Manager (Fin & Bus Systems) and Supvy Project Manager (Fin & Bus Sys))

Project Managers will be assigned the Project Manager Competency Cluster ONLY

Group 11 (TMS Implementation Project Manager and TMS Project Manager)

Additional Competencies:

Competency	Definition	Proficiency Level			Remarks
Business Planning and Resource Management	Translates strategic goals into business objectives (i.e., growth, revenue, productivity targets, workload objectives, unit costs, etc.) Identifies the tactical projects and operations management parameters required to achieve the business objectives. Identifies resources required to execute the project and operations objectives.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	
Configuration Management	Knowledge of the principles and methods for planning or managing the implementation, update, or integration of information systems components.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	
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.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	

Requirements Analysis	Knowledge of the principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; includes translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u>	
		3 4 5	
Strategic Thinking	Formulates objectives and priorities, and implements plans consistent with the long-term interests of the organization in a global environment. Capitalizes on opportunities and manages risk.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u>	
		3 4 5	
Technical - Program Management	Manages a program area for an organization that may consist of multiple projects and programs across a broad spectrum of functional specialties such as financial management, policy development, organizational development, quality management, and/or performance metrics; directs related resources, personnel and activities.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u>	
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Technical – Automated Administrative Systems	Effective use of automated administrative systems such as the Integrated Personnel/Payroll Systems/Subsystems, Accounting & Business-Related Systems, Travel Systems, Time and Attendance Systems, Procurement Systems, etc., to perform essential business functions.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u>	
		3 4 5	

Group 12 (Communication Manager)

Additional Competencies:

Competency	Definition	Proficiency Level	Remarks
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.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u>	
		3 4 5	

Organizational Awareness	Knows the organizations mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	
Strategic Thinking	Formulates objectives and priorities, and implements plans consistent with the long-term interests of the organization in a global environment. Capitalizes on opportunities and manages risk.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	
Web Technology	Knowledge of the principles and methods of web technologies, tools, and delivery systems, including web security, privacy policy practices, and user interface issues.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	
Writing / Editing	Ability to acquire information on a variety of subjects to write and edit materials, such as reports, regulations, articles, training materials, etc., to appropriately present information in a form, ensuring quality of work product and level of suitable for the intended audience.	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>	
		3	4	5	

Proficiency Level Definitions:

1 = Awareness: Employee is aware of the competency or has had training but has not applied the competency.

2 = Basic: Has a minimum level of knowledge, experience and training in this competency area and has had little opportunity to apply this competency on the job. Employee requires considerable coaching, guidance and direction.

3 = Intermediate: Applies the competency in difficult situations. Employee requires occasional guidance and demonstrates understanding of the concepts and processes.

4 = Advanced: Applies the competency in considerably difficult situations. Generally requires little or no guidance and demonstrates broad understanding of concepts and processes.

5 = Expert: Applies the competency in exceptionally difficult situations. Serves as a key resource and advises others and demonstrates comprehensive expert understanding of concepts and processes.