

**IBC GS-2210 Cluster**  
**Information Technology Specialist Positions**  
**Final**

Approved by the Competency Model Review Board 06/15/2016

**GS-2210 Base Model** (applicable to all GS- 2210'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.	<u>GS-05-10</u> 3	<u>GS-11-13</u> 4	<u>GS-14-15</u> 5	
Creative Thinking	Develops new insights into situations and applies innovative solutions to make organizational improvements; designs and implements new or cutting-edge programs/processes.	<u>GS-05-10</u> 3	<u>GS-11-13</u> 4	<u>GS-14-15</u> 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> 3	<u>GS-11-13</u> 4	<u>GS-14-15</u> 5	

Competency	Definition	Proficiency Level	Remarks						
Requirement 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.	<table border="0"> <tr> <td><u>GS-05-10</u></td> <td><u>GS-11-13</u></td> <td><u>GS-14-15</u></td> </tr> <tr> <td>3</td> <td>4</td> <td>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							
Technical Problem Solving	Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.	<table border="0"> <tr> <td><u>GS-05-10</u></td> <td><u>GS-11-13</u></td> <td><u>GS-14-15</u></td> </tr> <tr> <td>3</td> <td>4</td> <td>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							
Technical – System Life Cycle	Knowledge of systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems	<table border="0"> <tr> <td><u>GS-05-10</u></td> <td><u>GS-11-13</u></td> <td><u>GS-14-15</u></td> </tr> <tr> <td>3</td> <td>4</td> <td>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							

**Parentetical APPSW:**

Competency	Definition	Proficiency Level	Remarks
Technical – Database Management Systems	Knowledge of the uses of database management systems and software to control the organization, storage, retrieval, security, and integrity of data.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3                      4                      5	
Technical - Software Development	Knowledge of the principles, methods, and tools for designing, developing, and testing software in a given environment.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3                      4                      5	
Technical - System Integration	Knowledge of principles, methods, and procedures for installing, integrating, and optimizing information systems components.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3                      4                      5	

**Parentetical DATAMGT:**

Competency	Definition	Proficiency Level	Remarks
Technical - Database Administration	Knowledge of the principles, methods, and tools for automating, developing, implementing, or administering database systems.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3                      4                      5	
Technical - Data Management	Knowledge of the principles, procedures, and tools of data management, such as modeling techniques, data backup, data recovery, data dictionaries, data warehousing, data mining, data disposal, and data standardization processes.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3                      4                      5	

**Parenthetical INET:**

Competency	Definition	Proficiency Level	Remarks
Technical - Information Technology Architecture	Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system's internal operations and interactions with other systems.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3                      4                      5	
Technical - 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	

**Parenthetical INFOSEC:**

Competency	Definition	Proficiency Level	Remarks
Technical - Information Systems Security	Ensures the confidentiality, integrity, availability, reliability, and non-repudiation of the organization's information contained in and transmitted from systems and networks by implementing security laws, regulations, policies, standards, and control techniques.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3                      4                      5	

Competency	Definition	Proficiency Level	Remarks
Technical - Information Systems Security Certification	Knowledge of the principles, methods, and tools for evaluating information systems security features against a set of specified security requirements. Includes developing security certification and accreditation plans and procedures, documenting deficiencies, reporting corrective actions, and recommending changes to improve the security of information systems.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3                      4                      5	
Technical - Information Systems/Network Security	Knowledge of methods, tools, and procedures, including development of information security plans, to prevent information systems vulnerabilities, and provide or restore security of information systems and network services.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3                      4                      5	

**Parentetical SYSADMIN:**

Competency	Definition	Proficiency Level	Remarks
Technical – Operating Systems	Knowledge of computer network, desktop, and mainframe operating systems and their applications.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3                      4                      5	

Competency	Definition	Proficiency Level	Remarks
Technical - Infrastructure Design	Knowledge of the architecture and typology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3                      4                      5	
Technical - System Administration	Plans and coordinates the installation, testing, operation, troubleshooting, and maintenance of hardware and software systems.	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3                      4                      5	

**Parentetical SYSANALYSIS:**

Competency	Definition	Proficiency Level	Remarks
Technical - System Testing and Evaluation	Knowledge of the principles, methods, and tools for analyzing and developing systems 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	

### **Proficiency Level Definitions:**

**1 = Awareness:** Applies the competency in the simplest situations; requires close and extensive guidance; demonstrates awareness of concepts and processes.

**2 = Basic:** Applies the competency in somewhat difficult situations; requires frequent guidance; demonstrates familiarity with concepts and processes.

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

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

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