



# United States Department of the Interior

OFFICE OF THE SECRETARY  
Washington, DC 20240

April 15, 2020

## Memorandum

To: DOI Human Capital Officers  
DOI Human Resources Directors/Officers

From: JENNIFER  
Jennifer Ackerman ACKERMAN  
Director, Office of Human Capital  
Deputy Chief Human Capital Officer

Subject: Standardized Position Descriptions for IT Specialist Customer Support

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Date: 2020.04.15 11:03:27 -04'00'

The Department of the Interior (DOI) Office of the Chief Information Officer (OCIO) and the Office of Human Capital (OHC) identified inconsistencies within position descriptions across the information technology workforce (2210 series). The OHC, OCIO and the Information Management and Technology Leadership Team (IMTLT) collaborated with bureau classification and information technology management subject matter experts to develop and build a consensus for the major job duties and factor levels for DOI customer support work, consistent with the U.S. Office of Personnel Management's revised (2018) *Job Family Standard for Administrative Work in the Information Technology Group, 2200*.

The result of this collaboration is the establishment of seven (7) standardized position descriptions (SPDs) – Batch 3 (final). The attached Personnel Bulletin disseminates and provides guidance on implementing the newly-established SPDs.

Questions concerning these SPDs should be directed to the respective Bureau/equivalent human Resources Office. Bureau headquarters staff can contact Renae Lockwood at [renae\\_lockwood@ios.doi.gov](mailto:renae_lockwood@ios.doi.gov).

## Attachments

cc: DOI Chief Information Officer



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## PERSONNEL BULLETIN NO: 20-04

**SUBJECT:** Standardized Position Descriptions for IT Specialist Customer Support

**Purpose.** This personnel bulletin establishes Department of the Interior (DOI) standard position descriptions (SPDs) for supervisory and non-supervisory IT Specialists (CustSpt).

**Background.** The Office of Human Capital (OHC), Office of the Chief Information Officer (OCIO) and the Information Management and Technology Leadership Team (IMTLT) collaborated with bureau classification and information technology management subject matter experts to develop and build a consensus for the major job duties and factor levels for DOI customer support work. These SPDs were vetted with IT and HR SMEs within the Bureaus.

**Policy. 1.** Effective immediately, Bureaus/Offices will implement the use of these new DOI SPDs for new appointments. Additionally, Bureaus must replace existing PDs with the new DOI standardized PDs, and process the necessary reassignment actions as soon as possible, but no later than **60 days** from the date of this Personnel Bulletin (PB). The official SPDs with SPD numbers covered by this PB are:

DOI PD Number	Title	Series/Grade
DW00000*	Supv IT Spec (CustSpt)	GS-2210-13
DW00100	IT Spec (CustSpt)	GS-2210-13
DW00200	IT Spec (CustSpt)	GS-2210-12
DW00300	IT Spec (CustSpt)	GS-2210-11
DW00400	IT Spec (CustSpt)	GS-2210-09
DW00500	IT Spec (CustSpt)	GS-2210-07
DW00600	IT Spec (CustSpt)	GS-2210-05

**2. Standard PD Numbering System.** In order to conform to the position number data field length in FPPS, the SPD numbers assigned are seven digits in length. Bureaus must use the above-assigned DOI PD numbers. The use of a bureau-level numbering system in lieu of a DOI SPD number is not authorized; however, **\*Characters 6 and 7** of the above-assigned numbers can be used for Bureau-level numbering requirements (e.g. 00 through 99 is available for each Bureau to use, if needed). The SPD number *must be* entered into FPPS, in accordance with Bureau procedures, so it prints on the incumbent's SF-50 (Notification of Personnel Action). The SPD number is recorded in Block 1 of the OF-8.

**3. Hiring Controls.** In accordance with Personnel Bulletin 16-05, the Bureau/Office Associate Chief Information Officers (ACIO) will provide approval of all recruitment actions in collaboration with the OCIO.

**4. Official Titles.** OPM's prescribed official titles are located in Block 15b on the PD cover sheet (OF-8). This title *must be* entered into the Federal Personnel and Payroll System (FPPS) and be reflected on the incumbent's SF-50, *Notification of Personnel Action*. Variations to official titles are not authorized. *Organizational Titles.* In addition to the official title, bureaus /offices have the option to assign an organizational title. Organizational titles do not replace, but complement, official position titles.

**5. PD Cover Page.** The servicing human resources office (HRO) will complete the PD cover page with organizational titles, FLSA, Position Risk/Sensitivity Level, cybersecurity codes, etc.

**6. Management's Responsibility for PD Accuracy and Position Management.** Use of Standardized PDs in no way detracts from management's authority and responsibility to ensure that officially assigned and performed duties and responsibilities accurately match PDs of record for all employees. Likewise, using SPDs does not diminish management's responsibility to adhere to basic position management principles. Management officials are urged to collaborate with their respective servicing human resources office for classification and position management advice and guidance.

**7. Accountability.** The OHC utilizes data from FPPS to evaluate Bureau/Office's use of DOI Standard PDs and DOI SPD numbers. Bureaus/Offices are responsible for adhering to DOI policy, and for ensuring data integrity.

Questions concerning SPDs should be directed to the respective Bureau/equivalent Human Resources Office. Bureau headquarters staff can contact Renae Lockwood at [renae\\_lockwood@ios.doi.gov](mailto:renae_lockwood@ios.doi.gov)

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