

REASON FOR THIS POSITION		
1. NEW <input checked="" type="checkbox"/>	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER (8) <input type="checkbox"/>	3. REPLACES PD NUMBER (8) <input type="checkbox"/>

POSITION DESCRIPTION COVER SHEET

RECOMMENDED

4. TITLE Supervisory Management Information Specialist	5. PAY PLAN (2) GS	6. SERIES (4) 301	7. GRADE (2) 14
8. WORKING TITLE (Optional)	9. INCUMBENT (Optional)		

OFFICIAL

10. TITLE Supervisory Management Information Specialist						
11. PP (2) GS	12. SERIES (4) 301	13. FUNC.(2)	14. GRADE(2) 14	15. DATE (mm/dd/yyyy) 06/17/2004	16. I/A <input type="checkbox"/> yes <input checked="" type="checkbox"/> No	17. CLASSIFIER (Name) M.D. Thrash

18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

1st U.S. Department of Housing and Urban Development	5th Office of Information Services and Communication
2nd Office of the AS for Fair Housing and Equal Opportunity	6th <i>Information + Communication Division</i>
3rd General Deputy Assistant Secretary	7th
4th DAS for Operations and Management	8th

SUPERVISOR'S CERTIFICATION

I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE <i>Karen A. Newton</i>	20. DATE (mm/dd/yyyy) 1/2/04	22. SECOND LEVEL SUPERVISOR'S SIGNATURE <i>Floyd O. May</i>	23. DATE (mm/dd/yyyy) 2/3/04
21. SUPERVISOR'S NAME Karen A. Newton	24. SECOND LEVEL SUPERVISOR'S NAME Floyd O. May		
21a. SUPERVISOR'S TITLE Deputy Assistant Secretary for Operations and Management	24a. SECOND LEVEL SUPERVISOR'S TITLE General Deputy Assistant Secretary		

FACTOR EVALUATION SYSTEM

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS
1. Knowledge Required			6. Personal Contacts		
2. Supervisory Controls			7. Purpose of Contacts		
3. Guidelines			8. Physical Demands		
4. Complexity			9. Work Environment		
5. Scope and Effect			TOTAL POINTS		
					GRADE

CLASSIFICATION CERTIFICATION

I certify that this position has been classified as required by Title 5, U.S. Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with most applicable published standards.

29. SIGNATURE <i>Marlene Thrash</i>	30. DATE (mm/dd/yyyy) 8/20/2004
31. NAME Marlene Thrash	31a. TITLE Human Resources Specialist
32. REMARKS GSSG Evaluation Attached	33. OPM CERTIFICATION NUMBER

# MASTER RECORD / INDIVIDUAL POSITION DATA

THIS SIDE TO BE COMPLETED BY THE CLASSIFIER

### A. KEY DATA

1. FUNCTION (1) A AC/D/VR	2. DEPT. CD/AGCY-BUR-CD. (4) HU83	3. SON (4) 4400	4. MR. No. (6)	5. GRADE (2) 14	6. IP NUMBER (8)
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### B. MASTER RECORD

1. PAY PLAN (2) GS		2. OCC. SER. (4) 301		3. OCC. FUNC. CD (2)		4. OFF. TITLE CD (6)		5. OFF. TITLE (38) Supv. Management Information Spec.			
6. HQ. FLD. CD (1) 1 = HQ 2 = FLD		7. SUP. CD. (1) 1 = Sup. SGEG 3 = Mgr. SGEG 4 = Sup. CSRA		5 = Mgmt. CSRA 6 = Leader LGEG 8 = All Others		8. CLASS. STD. CD. (1) X = New Std. Applied Blank = NA		9. INTERDIS. CD (1) N = No Y = Interdis.		10. DATE CLASS (mm/dd/yyyy) 06/17/2004	
11. EARLY RET. CD. (1) 1 = Primary 2 = Secondary			12. INACT/ACT (1) 3 = Foreign Svc. Blank = NA			13. DATE ABOL. (mm/dd/yyyy)		14. DATE INACT/REACT (mm/dd/yyyy)		15. AGCY. USE (10) A = Active	
16. INTERDIS. SER. (40)											
(4)		(4)		(4)		(4)		(4)		(4)	
17. INTERDIS. TITLE CD. (50)											
(5)		(5)		(5)		(5)		(5)		(5)	

### C. INDIVIDUAL POSITION

1. FLSA CD. (1) E = Exempt N = Nonexempt		2. FIN. DIS. REQ. (2) 0 = None 1 = CD219 2 = CD220			3 = SF278 4 = AD392 5 = SF849			3. POS. SCHED. (1) A = Sched A B = Sched B C = Sched C			4. POS. SENS (3) O = Excepted but not A, B, C IN 0 = Nonsensitive 1 = Noncritical 2 = Critical Sensitive		5. COMP. LVL (4) 9999							
6. WK. TITLE CD. (4)				7. WK. TITLE (38)																
8. ORG. STR. CD. (18) (example "83 - 07 - 01 - 0200 - 08 - 19 - 00 - 00")								9. VAC. REV. CD. (1)												
1st		2nd		3rd		4th		5th		6th		7th		8th						
								0 = Position Action No Vacancy A = No Change				B = Lower Grade C = Higher Grade D = Different title and/or Series E = New Position/New FTE								
10. TARGET GC. (2)		11. LANG. REQ. (2)		12. PROJ. DTY IND. (1) Blank = NA Y = Yes		13. DUTY STATION (9) State (2) City (4) County (3)			14. BUS. CD. (4) 8888		15. DATE LAST AUDIT. (mm/dd/yyyy)		16. PAS. IND. (1) Blank = NA 1 = PAS		17. DATE EST. (mm/dd/yyyy) 06/17/2004					
18. GD. BASIS. IND. (1) 1 = Rev. when vacant 2 = Impact of Person 3 = Sup/SGEG								4 = Sup./Program 5 = RGEG 6 = Policy Analysis GEG				7 = Equipment Development Guide 8 = Agency Use 9 = Agency Use ALPHAS = Agency Use								
19. DATE REQ. REC. (mm/dd/yyyy)				20. NTE. DATE (mm/dd/yyyy)				21. POS. ST. BUD (1) Y = Perm N = Other												
22. MAINT. REV./CLASS. ACT. CD. (2) (1st Digit = Activity and 2nd Digit = Results)																				
Normal Act				Maintenance Review Act				Results												
1 = Desk Audit		2 = Sup. Audit		3 = Paper Rev.		4 = PME/Activity Rev.		5 = Desk Audit		6 = Sup. Audit		7 = Paper Rev.		8 = Panel Rev.						
3								3		1 = No Action Req.		2 = Minor PD Change		3 = New PD Req.						
										4 = Title Change		5 = Series Change		6 = Pos. Upgrade						
												7 = Pos. Downgrade		8 = New Pos.						
														9 = Other						
23. DATE EMP. ASGN. (mm/dd/yyyy)			24. DATE ABOL. (mm/dd/yyyy)			25. INACT/ACT (1) 1 = Inact. 2 = Act.			26. DATE INACT/ACT (mm/dd/yyyy)			27. ACCTG. STAT. (4)			28. INT. ASGN. SER. (4)			29. AGCY USE (8)		
30. CLASSIFIER'S SIGNATURE												31. DATE (mm/dd/yyyy)								

32. REMARKS

**Supervisory Management Information Specialist  
GS-301-14**

**INTRODUCTION**

This position is located on the Office of the Assistant Secretary for Fair Housing and Equal Opportunity, General Deputy Assistant Secretary, Deputy Assistant Secretary for Operations and Management, Office of Information Services and Communication, Information and Communication Division. The staff provides technical support to all FHEO Offices in Headquarters and in the Field Offices.

In performing this activity, the incumbent assures that offices are provided necessary hardware equipment, software and access to systems necessary to carry out the duties of FHEO; works extensively with FHEO program offices to understand the automation requirements necessary to assure that systems are developed and/or engineered to support program activity and that information collected provides for accounting for workload accomplishment and translates "program jargon" to technical jargon to assure that IT (Information Technology) can develop systems, applications or programs that meet the stated requirement. As the Division Director responsible for all staff related matters including staff evaluation and performance and scheduling to assure that human resources are available to respond to demand of services.

The incumbent is also responsible for responding to all systems data related FOIA requests for systems within the Divisions pervade. Likewise responsible for responding to internal requests related to information captured in the same systems. Responsible for implementation activities associated with systems including user training as necessary. Responsible for providing on-site technical support and guidance to Office Directors tasked with responding to consent decrees issued against the Department in various litigation throughout the country; maintenance of Lotus-Note lists for various groups to facilitate ease of communication and Internet Fair Housing Page content.

**DUTIES**

Directs and manages the activities of (2) branches: the Technology Support Branch and the Correspondence Branch. The staff includes two branch chiefs, (1) Supervisory Program Analyst, GS-343-14, (1) Supervisory Correspondence Management Specialist, GS-301-12, (3) professionals, (1) Management Analyst (Web Manager), GS-343-14, (2) Management Information Specialist, GS-301-13, and (1) trainee, Program Analyst, GS-343-9 (FPL GS-12).

Supervises a staff and manages other resources to achieve maximum efficiency and balance in utilizing the resources assigned. Plan work to be accomplished by subordinates, set and adjust short-term priorities and prepare schedules for completion of work. Assigns work to subordinates based on priorities of the office and ensures work is efficiently and effectively carried out. Evaluates work performance of subordinates, developing budget and administering and managing funds. Establishes goals, objectives

and activities for the division. Responsible for identifying training needs and ensures the staff receive proper training. Also responsible for counseling, disciplinary actions, awards, merit staffing, reassignments, rotations, promotions, delegating responsibilities, and other actions. Resolves personnel related issues brought forth by subordinate supervisors.

Provides technical advice and assistance to the Assistant Secretary for FHEO and General Deputy on overall computer guidance and direction for data processing projects affecting all aspects of the organization. Recommends actions and projects, as appropriate, outlines needed resources, projected time frames and required coordination.

Represents the organization in leading project teams compiled of Equal Opportunity Specialists and program analysts of FHEO as well as Office of Information Technology staff. Conducts and plans projected work processes, operational practices and needs assessment, which will affect FHEO nationwide. The projects typically cut across classical ADP applications with the goal of resolving unyielding problems in the area of civil rights through the application of Information Technology.

As a technical expert in the management of digital computer systems, independently performs difficult and responsible assignments concerning planning, design, development, implementation, control and coordination of a diverse set of automated processing systems of national scope.

Conducts field visits to data processing installations servicing FHEO directly and to other organizations which indirectly provide computer services in support of Headquarters programs to evaluate the feasibility of applying automated techniques in support of civil rights programs. This requires a working knowledge of the technical characteristics of other computer equipment and software, including application software, data representations and operating systems.

Provides technical assistance and technical guidance to all FHEO Offices regarding packaged software, application software, communications and hardware issues. Also, conducts and/or coordinates training for FHEO Headquarters and field staff usually as automated systems are implemented.

Provides identification of problems and specific issues throughout FHEO and the field and conducts preliminary analysis of systems to help determine the nature of requirements, logical work and information flows and whether advanced information technology should be implemented.

Develops and implements sophisticated data processing methods and techniques to carry out directly audits of data processing activities and provides, as necessary, advice, assistance and direction to others in carrying out data processing projects. The incumbent has wide latitude in making decisions involving the scope of these projects.

Analyzes products, such as feasibility studies, computer system specifications, audit

reports and recommendations directly affecting data processing matters, and makes recommendations affecting these matters.

Evaluates alternative means for completing data processing projects, such as the use of mini and microcomputers and computer networks. Develops and implements innovative computer techniques for use in support of management information systems including "user friendly" techniques to encourage more efficient and effective conduct of investigations or other FHEO processes.

Coordinates major interagency and intra-agency data processing projects with computer specialists and project managers in both Federal and non-Federal organizations.

### **Knowledge Required**

A knowledge of data processing theory, concepts and practices, and skills and abilities for applying this knowledge to assignments involving computer software and hardware used by the Department and external organizations providing computer services in support of fair housing programs.

The incumbent must possess a high degree of technical knowledge about computer software and hardware enabling him/her to select efficient and effective data processing methods for use in meeting administrative and programmatic needs in a wide variety of data processing environments, including the use of various kinds of equipment, software, machine-readable media, and computer languages. Technical knowledge is required for planning and coordinating the efforts of one or more data processing activities located in more than one geographical area.

Knowledge of HUD's programs and operations is required to provide expert guidance on a variety of automated approaches and techniques for carrying out computer projects that will satisfy organizational needs.

Knowledge of recent trends and current developments in the area of information technology, investigative professions which affect the effectiveness with which data processing techniques can be used to meet administrative and programmatic requirements.

Knowledge of pertinent computer equipment characteristics of general and special-purpose equipment used within HUD and at other data processing installations that provide services in support of fair housing programs.

Knowledge of software designs and proficiency in the use of several computer languages sufficient to permit use of any of the Department's automated systems.

Knowledge of the Department's data processing policies and standards, and technical aspects of pertinent system software and application software sufficient to use, or to

direct others in using HUD's automated systems.

### **Supervisory Controls**

The Management Information Specialist, experienced in the application of data processing concepts and methodologies and in working within the broad defined assignments, plans and carries out a variety of assignments with only general guidance on project objectives.

The incumbent independently develops the techniques necessary to carry out assignments, resolves conflicts which arise, coordinates work with others, changes the work efforts as required in response to management priorities and changes in the data processing environment.

The incumbent interprets policy on his own initiative, and defines the objectives for work conducted directly to evaluate data processing activities, and in support of other tracking and data processing efforts.

A supervisor reviews completed work for soundness of overall approach, effectiveness in meeting requirements or expected results. The use of data processing techniques are considered technically authoritative and the best possible under current conditions, and normally are accepted without change.

### **Guidelines**

Guidelines include professional data processing texts; Federal Information Processing Standards established by the National Bureau of Standards; Handbook and Operating documents which describe the Department's and other entities data processing installation's policies, procedures and methods; system development documentation on any of the Department's automated systems such as Functional Requirements Documents, System Specifications, Computer Program Specifications, Test Plans, Conversion Plans, Users' Handbooks, Terminal Operators' Handbooks, and Computer Operations Guides.

The incumbent uses the concepts and techniques presented in the guidance described above to identify the techniques that can most effectively be applied to civil rights or investigative matter involving the use of data processing. While the goals to be achieved are usually clear, the incumbent must exercise considerable resourcefulness in identifying the most effective and efficient techniques for meeting the specific objectives, and planning projects, and executing steps to obtain the desired results. The incumbent must suggest unique processing approach, and alternative methods for meeting the objectives based on the availability of existing data, software and hardware.

### **Complexity**

Work at this level is characterized by broad assignments involving the whole gamut of FHEO programs. The incumbent may perform work on any of the automated systems

used by the organization. The incumbent must decide on which system can be used to meet the desired objectives, and the most effective techniques available to achieve the objectives frequently require extensive probing analysis.

Substantial technical analyses are required in developing the most effective techniques for meeting the objectives within short time frames. This frequently requires integrating various types of hardware and software to resolve difficult technical matters, and closely coordinating project activities with key data processing professionals within FHEO and the Department.

### **Scope and Effect**

The incumbent's work has a significant effect on the manner in which FHEO conducts its automated programs enabling the Office to save resources in the conducting of audits and enabling the Office to more easily identify problem areas requiring management improvements. The work affects the functioning of standardized applications programs and consequently a wide variety of subject matter functions carried on throughout the department. His/Her efforts make it possible to conduct tests effectively and efficiently of the organization's operations using the computer, which would not be practicable otherwise.

### **Personal Contacts**

The incumbent's personal contacts primarily include daily contacts with a wide variety of individuals, including data processing experts within HUD and high ranking computer professionals in outside organizations, equipment and software vendors, and program managers within HUD and external organizations which carry out HUD programs.

### **Purpose of Contacts**

The incumbent must occasionally justify, defend, negotiate, or settle matters involving significant or controversial issues. At this level, the incumbent attends meetings to accomplish such goals as giving overall direction to the organization's activities. The persons contacted have diverse viewpoints, goals, and objectives concerning the issue or problems of the Department. The incumbent must gain an understanding of the problems; develop suitable long and short-range alternatives for resolving them. The incumbent must also coordinate project efforts to achieve solutions that will meet the organizational needs. In addition, the incumbent is expected to advise management on the long range changes needed in the organization's data processing plans and policies, as required.

### **Physical Demands**

The work is primarily conducted at the Washington Headquarters, however, numerous site visits throughout the nation are necessary to ensure timely completion of data processing projects. The work is primarily sedentary.

**Work Environment**

Work is generally performed in safe and comfortable work conditions.