

Management Information Specialist  
GS-301-13

Introduction

The incumbent serves as a Management Information Specialist assigned responsibility, either for personally performing, accomplishing as a joint effort with other senior technical staff; or providing technical direction as a project leader of a work group engaged in performing a full range of user assistance and systems analysis functions involving any developmental or maintenance phase in the total life cycle of one or more automated systems. The employee performs various technical, administrative, and coordinative assignments related to accomplishment of the organization's mission as described in HUD Handbook 1150.1. The subject matter of assigned applications includes Public and Indian Housing programs.

Major Duties

1. Has responsibility for a user area or major system or systems within a user area.

Acts as liaison with the assigned user organization to aid users in planning and budgeting their ADP resources.

Analyzes and specifies requirements for hardware and software needs for special purpose computers dedicated to assigned user organizations; acts as liaison for procurement process.

2. Performs or directs all stages in the automation process from initial requirements through system implementation.

Works closely with the user to produce Functional Requirements Document, feasibility study, and cost/benefit analysis.

Performs in-depth analysis of the existing system, both manual and automated; anticipates, by inference, needed but unspecified system requirements/capabilities.

Reviews system specifications including information flow and processing logic; within the HUD standards, recommends programming languages, advanced language processors, utility software, and software packages for the most efficient and effective method of satisfying system requirements.

Produces or is responsible for the production of project workplans which meet HUD ADP standards.

Reviews the work of IPS in testing and documenting assigned systems; reviews assigned subsystem for integration with the

system, effectiveness, efficiency, and adherence to HUD ADP. Develops and oversees execution of the system test plan.

Plans, develops, and coordinates system installation and provides direct training and support to users at Headquarters and HUD Field Offices prior to, during and following implementation.

3. Responsible for important administrative functions within the Division, may be designated Acting Division Chief in the absence of the Division Chief.

May be wholly or partially responsible for writing all types of documentation, including Statements of Work, leading to procurement and administration of contract services.

As necessary, develops task specifications and all related documentation for the direction of tasks performed by contractors.

Consults with IPS to arrange support for assigned projects.

4. Acts as a project leader for the development of new systems and/or maintenance and modifications to existing systems for Public and Indian Housing.

Develops and monitors overall project plans that identify milestones, tasks necessary to accomplish milestones, milestone deadlines, relationships between the tasks, project deliverables, constraints, and responsible persons.

Analyzes modification requirements.

Evaluates the effectiveness of systems, devices, procedures, and methods used to safeguard privacy data in assigned systems.

5. Participates in user conferences with program managers and other responsible officials to discuss:

- a) Ongoing and future projects.
- b) ADP service requirements.
- c) Any ADP related problems.

Negotiates with staff or operating offices to obtain needed actions.

Reports to the Division Chief or other affected project leaders at frequent intervals on new developments, general progress, and other matters of interest.

Is involved in the formulation and explanation of proposals and recommendations to user management officials to promote understanding and acceptance of new systems or of changes to

existing systems.

Adjusts or coordinates in-progress work and project schedules to accommodate changes in user requirements and priorities.

Establishes and maintains liaison with other Departmental ADP service organizations to ensure that developed data systems interface properly and are compatible with existing or planned equipment and support facilities.

Observes the principles and techniques of good planning and management in negotiations with management officials and key personnel in accomplishment of assignments.

6. Conducts or directs studies oriented toward:

- a) Improving the functions and performance of existing systems.
- b) Incorporating new capabilities.
- c) Consolidating and integrating ongoing processes.
- d) Improving interfaces with related systems.
- e) Devising the application of enhanced data collection, reduction, and dissemination techniques
- f) Upgrading the overall effectiveness and efficiency of automated processes.

#### Factor 1 - Knowledge Required by the Position

- A wide range of knowledge of computer techniques, requirements, methods, and procedures is required in order to analyze major data processing systems.
- Knowledge of the capabilities of hardware including mainframes and minicomputers in the agency equipment configuration.
- Knowledge of systems analysis techniques for writing system specifications.
- Knowledge of planning and management techniques for the role of project leader and liaison.
- Knowledge of characteristics and capabilities of utility and packaged software, data base management systems, and programming languages available at HUD.
- Skill at writing clear procedural instructions for user personnel.
- Knowledge of ADP standards for the production of project workplans and system documentation.
- Knowledge of procurement and contracting procedures for

writing pre-award and post-award documentation and performing evaluation of contractors' proposals.

- Knowledge of HUD's organizational structure, especially the organization and functions of the Office of Information Policies and system and assigned user offices.
- Knowledge of assigned user area and systems as well as related user areas or systems to understand, interactions and the scope and effect of changes to requirements.

#### Factor 2 - Supervisory Controls

The supervisor assigns work on a project basis, provides policy guidelines and overall objectives, and in consultation with the employee, determines timeframes and possible shifts in staff on other resources. Work is performed independently with a minimum of supervision or instruction, in consonance with established objectives, with the employee resolving most conflicts and coordinating work with those on the project team and in the program area. Employee keeps the supervisor advised of progress and situations requiring major changes in resources or projected timeframes. Completed work is reviewed for compliance with policy, effectiveness in achieving user requirements, accuracy of estimated timeframe and projected problem areas, achievement of harmonious relationships in coordinating the project with operating and management personnel throughout the Department and quality of leadership, direction, and technical guidance provided to the project team.

#### Factor 3 - Guidelines

Formal Agency ADP policies and precedents provide guidance which is general in nature with little direct application for accomplishing tasks.

The major constraints on new systems development are imposed by the need for compatibility with existing systems. The employee must be able to deviate from traditional methods, applying creative and more efficient solutions and newly available software and techniques to development problems, to improvement of performance in existing systems, to consolidation and integration of ongoing processes, and to addition of new capabilities to existing and proposed systems.

#### Factor 4 - Complexity

Projects involve development of new systems and major modifications to existing systems, from feasibility study to post-implementation evaluation. The employee acts as a project leader, being responsible for coordinating work between permanent

staff, contractors, and users.

The projects are usually of such scope as to have little precedence within the Department. They involve state-of-art computer technology such as minicomputer networks, computer graphics and data base management systems.

A number of approaches to accomplish the work are possible. Alternatives must be explored through in-depth cost benefit and feasibility analysis and consultation with both other computer experts and managers.

#### Factor 5 - Scope and Effect

The work involves identifying issues and resolving critical problems in the development of major data processing systems which affect the mission and work environment of the entire Department. In development of systems of this nature, the employee must coordinate system impact studies on such diverse areas as data flow, time dependencies, equipments requirements, and staff resources in the application area intended for automation.

Timeliness and efficiency affect systems mandated by Congress.

Recommendations made by the employee are used by top management to make decisions with Department-wide impact (i.e., the enhancement of data collection techniques that affect Headquarters and all Field Offices; recommending the upgrade of hardware or software which improves the effectiveness of systems which have Department-wide significance).

#### Factor 6 - Personal Contacts

The employee's work involves contacts with high level user management, ADP budget personnel, personnel from the Office of Procurement and Contracts, HUD Field Office Managers, IPS, system software/hardware experts inside and outside the Department, representatives of professional organizations, and hardware/software vendor representatives.

#### Factor 7 - Purpose of Contacts

Contacts are for the purpose of planning and coordinating a range of activities for receiving and providing information necessary to analytical and design work, coordination of work requirements and advising on work efforts. Persuasion is usually required to gain from representatives of other organizations consideration of new methods or changes in established work procedures and organizational relationships. The project leader typically justifies or defends the overall plan to top management officials. Tact and cooperation are required in personal