

# United States Jobs Expertini®

## IT Specialist (CustSpt)

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Company: National Park Service

Location: Flagstaff

Category: other-general

### Summary

These positions are located in Grand Canyon National Park, in the Administration Division.

### Duties

#### Major Duties :

This position is located at a Grand Canyon National Park where the incumbent functions as a program manager over the unit's information and data processing technology.

Advise management officials on the characteristics, capabilities, and data support potential of the unit's data processing equipment, costs, capabilities, and work impacts of new programs and equipment.

Installs, tests, troubleshoots, and directs the operation and installation of software and computer hardware which includes servers, personal computers, printers, servers, and other peripheral equipment.

Assist customers in navigating and accessing databases using various interface methods. Makes recommendations in standard customer support procedures when needed.

#### Additional Duties for GS-11 :

Maintain an IT property and software license inventory.

Resolve information technology (IT) problems in response to customer reported incidents by diagnosing situations on a case-by-case basis.

Analyze operating systems malfunctions to implement corrective actions.

Work with management and vendors on purchasing, upgrading, and troubleshooting a wide range of software, hardware, and connectivity needs and issues.

Duties will be developmental in nature when filled below the full performance level.

### **South Rim Area Information :**

This position is stationed at Grand Canyon National Park at the South Rim located in Northern Arizona. The South Rim is located approximately 60 miles north of Williams and 82 miles Northwest of Flagstaff at an elevation of 7,000 feet. Temperatures range from approximately 90 degrees in the summer to 0 degrees in the winter. Annual precipitation averages around 13 inches.

Grand Canyon Village has schools K-12, a daycare center, post office, general store, churches, a recreation center with gym, a public library, a clinic with resident physicians, and several restaurants. The park community consists of some 2,500 people, including employees of the NPS and concessionaires and their family members. There are often employment opportunities for family members in the park and surrounding areas. The park community is small enough that many employees choose to walk or bike from their homes to work. Complete shopping, educational, medical and professional services are available in Williams and Flagstaff. Flagstaff has a population of about 75,000 and has multiple K-12 public and private schools, Northern Arizona University, and diverse community, medical and other support services. Recreational opportunities include hiking, backpacking, fishing, cross-country and downhill skiing, and golfing in nearby communities.

South Rim Housing: Permanent and Term employees with a Full Performance Level (FPL) of a GS-09 or WG-8 and above will be provided the option of accepting assigned housing, participating in the normal bid system, or accepting shared housing. Permanent and Term employees with an FPL of GS-08 or WG-7 and below may be provided the option of participating in the normal bid system or accepting shared housing. Any employee assigned to shared housing may continue to bid into non-shared housing.

### **Flagstaff Area Information:**

This position is stationed at the Grand Canyon National Park offices in Flagstaff, Arizona. Flagstaff is located about 70 miles from the park and has a population of about 75,000. Flagstaff has an elevation of 7,000 ft. and includes multiple K-12 public and private schools, Northern Arizona University, a diverse community, medical and other support services. The rental and home markets in Flagstaff can be relatively expensive and limited. Summers in Flagstaff are warm with temperatures in the 80's and frequent monsoon thunderstorms. Winters are cold, with low temperatures near zero and snow averaging around 90 inches. Recreational opportunities in both areas cross all four seasons in environments ranging from low deserts to high mountains and include hiking, backpacking, fishing, cross-country and downhill skiing, and golfing in nearby communities.

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