

DEPUTY DIRECTOR, INFORMATION TECHNOLOGY SERVICES

SL-2210

I. INTRODUCTION

The incumbent of this position serves as the Deputy Director of the Information Technology Services (ITS) Directorate. The ITS Directorate is comprised of computer programmers, systems analysts, computer specialists and telecommunications engineers. ITS develops and maintains the core of the Library's expertise and infrastructure in the technologies needed to implement complex information systems and telecommunications. ITS maintains the Library's central computers, network and voice communication facilities, and acquires and supports thousands of computer work stations in all of the Library's locations, including the Library's overseas field offices. ITS is responsible for making IT infrastructure improvements, maintaining existing IT services, and developing an/or procuring new systems.

II. MAJOR DUTIES AND RESPONSIBILITIES

Program Management and Oversight

50%

As the Deputy, shares overall responsibility, as well as delegated authority, for the oversight and administration of a highly complex IT organization within the Library. Has operational responsibility for data centers, voice and telecommunications networks, programs and projects for software engineering (systems and applications development), office automation, Internet and Intranet services, mail messaging, and information systems security programs. Has primary responsibility for the direction and management of large-scale operations to efficiently achieve specified goals and objectives. Evaluates current and proposed programs and operations and recommends action to initiate, modify, or discontinue projects as appropriate. Receives administrative direction in terms of the broadly defined missions and functions of the agency.

The Deputy and the Director are key members of the senior management team for the Associate Librarian for Strategic Initiatives, as such, the Deputy works with the Director to plan and manage significant financial, human, and capital investment in Information Technology systems to achieve critical strategic business objectives of the Library. Applies thorough knowledge and understanding of multiple information technology disciplines, including but not limited to hardware engineering, systems administration and analysis, Internet, network services, data management, information systems security, and software engineering (applications and systems) to achieve the Information Technology Service Directorate's performance objectives. Uses IT management and quality assurance principles and customer service concepts to ensure IT resource investments deliver optimal customer service to Library Service and Infrastructure units, and achieves maximum system performance standards. Seeks integrated, standardized, implementable IT strategies for the institution to achieve the Library's overall mission goals.

Advice and Guidance

20%

Serves as the Director's primary agency advisor on various programs and events. At the Director's request, counsels senior management staff and officials at multiple levels of the agency, senior staff of other Federal agencies, and private sector clients and vendors on agency matters related to IT. Advises Service Unit officials and others on the appropriate methods and techniques to use in order to achieve program goals and objectives.

Policy Development

20%

Assists the Director in the formulation and administration of policies affecting the mission of the agency. Develops, evaluates and implements policy and recommendations for agency-wide programs. Explores long-range development plans as well as short-term strategies and works closely with those who are involved in Investment Management Planning for the agency.

Manages Human Resources

10%

Performs the human resource management functions relative to the staff supervised. Successfully injects position management principles and other best practices. Establishes performance expectations for staff members, which are clearly communicated. Provides informal feedback and periodically evaluates staff on organizational performance. Resolves informal complaints and grievances. Takes personnel actions as necessary. Provides advice and counsel to staff members and subordinate managers related to work and policy matters. Effects disciplinary measures. Reviews and approves or disapproves leave requests. Assures that organization staff at all levels are trained and fully comply with the provisions of the safety regulations. Interviews and recommends candidates for vacancies, evaluates staff, handles grievances and disciplinary actions, recommends promotions and special commendations, and implements or recommends training programs as appropriate.

III. SCOPE AND EFFECT OF WORK

The scope of the program directed is as follows: agency-wide and directly involves the agency's national mission; is subject to continual or intense congressional and media scrutiny and has an impact on the general public. The impact of the program managed directly involves the national interest and the agency's national mission; is subject to continual or intense congressional and media scrutiny or controversy; and has a pervasive impact on the general public.

IV. SUPERVISORY/MANAGERIAL AUTHORITY EXERCISED

Exercises delegated authority to oversee the overall planning, direction, and timely execution of a program, several program segments (each of which is managed through separate subordinate organizational units), or comparable staff functions, including development, assignment, and higher level clearance of goals and objectives for supervisors or managers of subordinate organizational units or lower organizational levels. Approves multi-year and longer range work plans developed by the supervisors or managers of subordinate organizational units and subsequently manages the overall work to enhance achievement of the goals and objectives. Oversees the revision of long range plans, goals, and objectives for the work directed. Manages the development of policy changes in response to changes in levels of appropriations or other legislative changes. Manages organizational changes to the organization directed, or major changes to the structure and content of the program or program segments directed.

Exercises discretionary authority to approve the allocation and distribution of funds in the organization's budget.

Difficulty of Typical Work Directed

The highest graded non-supervisory work directed, which requires at least 25% of this position's duty time, is GS-14 or higher, or equivalent.

Other Conditions

Supervision and oversight involves exceptional coordination and integration of a number of very important and complex program segments or programs of professional, scientific, technical, managerial, or administrative work comparable in difficulty to GS-14 or higher level. Supervision and resource management involve major decisions and actions that have a direct and substantial effect on the organizations and programs managed.

V. ORGANIZATIONAL SETTING

The position is accountable to a position that is at the senior level (SL) level.

VI. CONTACTS

NATURE OF CONTACTS

Contacts may take place in meetings, conferences, briefings, speeches, presentations, or oversight hearings and may require extemporaneous response to unexpected or hostile questioning. Preparation for these meetings typically includes using briefing packages or similar presentation materials that requires extensive analytical input by the employee and subordinates, and/or involves the assistance of a support staff.

Frequent contacts are comparable to any of the following:

- Influential individuals or organized groups from outside the employing agency, such as top- and mid-level corporate executives or national officers of employee organizations;
- Regional or national officers or comparable representatives of trade associations, public action groups, or professional organizations of national stature;
- Key staff of congressional committees, and principal assistant to senators and representatives;
- Nationally recognized journalists of major metropolitan, regional, or national newspapers, magazines, television, or radio media;
- Senior Level (SL), or Executive Level heads of bureaus and higher level organizations in other Federal agencies.

PURPOSE OF CONTACTS

The purpose is to influence, motivate, or persuade persons or groups to accept opinions or take actions related to advancing the fundamental goals and objectives of the program or segments directed. Contacts may involve the commitment or distribution of major resources, competing objectives, resource limitations or reductions, or comparable issues. Persons contacted come from a variety of backgrounds and have different perspectives. The exchange of information will require highly developed communication skills, negotiation, conflict resolution, leadership, and similar skills in order to obtain the desired results.