



Job Title: **Program Support Specialist**
Department: **Department Of State**
Agency: **Department of State - Agency Wide**
Job Announcement Number: **ECA-2015-0049**

SALARY RANGE: \$52,668.00 to \$82,840.00 / Per Year
OPEN PERIOD: Thursday, July 2, 2015 to Friday, July 17, 2015
SERIES & GRADE: GS-0301-09/11
POSITION INFORMATION: Full-Time - Permanent
PROMOTION POTENTIAL: 11
DUTY LOCATIONS: 3 vacancies in the following location(s):
Washington DC, DC
Washington DC, DC
WHO MAY APPLY: Open to all U.S. citizens

"You are encouraged to read the entire announcement before you submit your application package. Your application may not get full consideration if you do not follow the instructions as outlined."

"More than one selection may be made from this announcement if additional identical vacancies in the same title, series, grade and unit occur."

SECURITY CLEARANCE: Secret
SUPERVISORY STATUS: No
JOB SUMMARY:
[About the Agency](#)

This position is located in the Office of Private Sector Exchange Administration (ECA/EC), Bureau of Educational and Cultural Affairs (ECA).

This position is also being announced through Merit Promotion procedures under Announcement # ECA-2015-0048. Candidates who wish to be considered under both Public (US Citizens) and Merit Promotion procedures must apply to both announcements.

This position is eligible for telework; additional criteria will be required (e.g., supervisory approval).

TRAVEL REQUIRED

- Occasional Travel
- 1-2 times

RELOCATION AUTHORIZED

- No

KEY REQUIREMENTS

- Incumbent will be subject to random drug testing.
- U.S. Citizenship is required.
- Must be able to obtain and maintain a Secret security clearance.
- One year probationary period, unless excepted by regulation.

DUTIES:

Reviews, analyzes, inputs and manages the complaint and incident data contained within the case management system.

Conducts research and analysis of current and emerging issues affecting sponsor operations and performance in order to identify critical areas of emphasis.

Draft reports based on research and provide initial estimates for further review by those with greater knowledge and expertise.

Reviews information in the Student and Exchange Visitor Information System (SEVIS) and analyzes data as requested.

QUALIFICATIONS REQUIRED:

Applicants must meet all the required qualification requirements, including education, and any selective placement factors described below by the closing date of this announcement. Education may only be substituted in accordance with the Office of Personnel Management (OPM) Qualification Standards Handbook. Education must be accredited by an accrediting institution recognized by the [U.S. Department of Education](#) in order to be credited towards qualifications.

Education completed in foreign colleges or universities may be used to meet the education requirements if you can show that the foreign education is comparable to that received in an accredited educational institution in the United States. It is your responsibility to provide such evidence when applying. Click on the link for a list of [accredited organizations](#) recognized as specializing in interpretation of foreign education credentials.

Applicants applying for the GS-09 grade level must meet one of the following requirements:

A. Have at least 1 full year of specialized experience equivalent to the GS-07 level in the Federal service which provided you with the particular knowledge, skills and abilities to perform the duties of the position. Qualifying specialized experience must demonstrate the following:

-Experience collecting data from or for international exchange programs.

-Experience evaluating programs using data reports and data management systems.

-Experience receiving and processing complaints and or emergency incidents from the public.

OR

B. Have a master's or equivalent graduate degree, OR 2 full years of progressively higher level graduate education leading to such a degree, OR LL.B or J.D. from an accredited college or university. This education must demonstrate the knowledge, skills, and abilities to do the work of the position to be filled;

OR

C. Have a combination of graduate level education and specialized experience (as described above), which is equivalent to the GS-07 level in the Federal Service. This experience and education together meets 100% of the qualification requirements for this position.

Combination of Experience and Education: When an applicant has less than one year of specialized experience as described in the announcement, he or she may combine successfully completed graduate-level education with experience to meet the total qualification requirements. Generally, 18 graduate semester hours is equivalent to 1 full-time year of graduate study (your school and department determine what constitutes 1 full time year of graduate study). The percentage of specialized work experience and the percentage of graduate study must total at least 100%.

Note: All applicants WILL BE required to submit transcripts as verification of educational requirement. If you fail to provide requested information, or the information you submit is insufficient to verify your eligibility, you may lose

consideration for this position.

At the GS-11 Grade Level:

Applicants applying for the GS-11 grade level must meet one of the following requirements:

A. Have at least 1 full year of specialized experience equivalent to the GS-09 level in the Federal service which provided you with the particular knowledge, skills and abilities to perform the duties of the position. Qualifying specialized experience must demonstrate the following:

--Experience with data analysis, data management, and generating reports through multiple data management systems.

-Experience with reviewing information in the Student and Exchange Visitor Information System (SEVIS).

-Experience receiving and processing complaints and or emergency incidents from the public.

OR

B. Have a Ph.D. or equivalent doctoral degree OR 3 full years of progressively higher level graduate education leading to such a degree, or LL.M. from an accredited college or university.

OR

C. Have a combination of graduate level education and specialized experience (as described above), which is equivalent to the GS-09 level in the Federal Service. This experience and education together meets 100% of the qualification requirements for this position.

Combination of Experience and Education: When an applicant has less than one year of specialized experience as described in the announcement, he or she may combine successfully completed graduate-level education with experience to meet the total qualification requirements. Generally, 18 graduate semester hours is equivalent to 1 full-time year of graduate study (your school and department determine what constitutes 1 full time year of graduate study). The percentage of specialized work experience and the percentage of graduate study must total at least 100%.

Note: All applicants WILL BE required to submit transcripts as verification of educational requirement. If you fail to provide requested information, or the information you submit is insufficient to verify your eligibility, you may lose consideration for this position.

HOW YOU WILL BE EVALUATED:

Your application will be evaluated and rated under the Category Rating and Selection procedures. Based on your responses to the job-specific self-assessment questions, eligible candidates are placed for selection consideration into one of three pre-defined quality categories as described below:

Highly-qualified Category - In addition to meeting minimum qualifications for the position, candidates must fully demonstrate proficiency in all major aspects of the position.

Well Qualified Category - In addition to meeting minimum qualifications, candidates must demonstrate proficiency in some, but not all of the major aspects of the position.

Qualified Category - In addition to meeting minimum qualifications, applicants must demonstrate a basic level of knowledge, skill and ability of the position.

Your qualifications will be evaluated on the following knowledge, skills, abilities (KSAs) and other characteristics that are relevant to the duties of this position and must be fully supported by information in your resume:

- Ability to communicate to explain procedures and policies to variety of personnel.
- Skill in reviewing and evaluating reports and other materials.
- Ability to provide timely, authoritative and tactful responses to selected inquiries.
- Knowledge of the SEVIS database, including an understanding of the field within a record.

Your resume serves as the basis for qualification determinations and must highlight your most relevant and significant work experience and education (if applicable) as it relates to this job opportunity. Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Your resume must include the dates of all qualifying experience (from month/year to month/year) and the number of hours worked/volunteered per week. For assistance with creating a resume, please click [here](#).

Application of Veterans Preference: The Category Rating Method does not add veterans' preference points or apply the "rule of three," but protects the rights of veterans by placing them ahead of non-preference eligibles within each pre-defined quality category. Preference eligibles who meet minimum qualification requirements and who have a compensable service-connected disability of at least 10 percent (i.e., CPS and CP) must be listed in the highest quality category, except when the position being filled is scientific or professional at the GS-09 grade level or higher.

Agency Career Transition Assistance Program (CTAP) or Interagency Career Transition Assistance Program (ICTAP) candidates must be rated "Well Qualified" for the position to receive consideration for special priority.

Applicants must meet all the qualification requirements and submit any required supporting documentation by the closing date of this announcement. Applicants found to be among the top qualified candidates will be referred to the hiring official for further consideration and possible interview.

To preview questions please [click here](#).

BENEFITS:

You can review our benefits at: <https://jobs.mgsapps.monster.com/dos/vacancy/preview!benefits.hms?orgId=6&jnum=95539>

OTHER INFORMATION:

SOCIAL SECURITY NUMBER - Your Social Security Number is requested under the authority of Executive Order 9397 to uniquely identify your records from those of other applicants who may have the same name. As allowed by law or Presidential directive, your Social Security Number is used to seek information about you from employers, schools, banks, and others who may know you.

SELECTIVE SERVICE - If you are a male applicant born after December 31, 1959, you must certify at the time of appointment that you have registered with the Selective Service System, or are exempt from having to do so under Selective Service law.

REASONABLE ACCOMMODATION - This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the Office of Employee Relations, Disability/Reasonable Accommodations Division, at [\(202\) 261-8163](tel:202-261-8163) or reasonableaccommodations@state.gov. The decision on granting reasonable accommodation will be on a case-by-case basis.

EQUAL EMPLOYMENT OPPORTUNITY - The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

HOW TO APPLY:

Please carefully read all the instructions before you begin the application process.

To apply for this job opportunity, you must submit a resume and an on-line application through the Office of Personnel Management's (OPM) application system, USAJOBS. This information will be transferred to the Department of State's Gateway to State Automated Application System.

You have until 11:59 p.m. Eastern Time (ET) on the closing date of this announcement to complete the following four-step

application process:

STEP 1: Select the "Apply On-line" button and follow the instructions to register or sign into USAJOBS.

STEP 2: Submit a detailed resume or any other written format you choose documenting your job-related qualifications, experience, and education (if applicable). Cover letter is optional. If you submit a cover letter, you must also submit a resume. Please see the "How You Will Be Evaluated" section for specific information that should be outlined in your resume.

STEP 3: Answer the job-specific self-assessment questions on-line through the Gateway to State automated application system. These questions will be used to evaluate your qualifications and experience for this job opportunity.

STEP 4: Submit all required documentation, applicable to you, listed in the Required Documents section of this job opportunity to the Department's automated application system "Gateway to State" prior to the closing date of this announcement. For instructions on how to view the status of your supporting documentation, please click [here](#).

Technical assistance with your on-line application can be obtained by contacting the Help Desk at mgshep@monster.com OR by calling [\(866\) 656-6830](tel:8666566830) or (703) 269-4944 between the hours of 7:00 a.m. and 7:00 p.m. ET

ALTERNATE APPLICATION PROCEDURES

NOTE: If applying online poses an extreme hardship, you may request alternate application procedures to submit your application package by fax. Contact the Human Resources office listed on the announcement between the business hours of 8:15 a.m. and 5:00 p.m. ET, at least two working days prior to the closing date of this announcement. The application package for alternate application procedures must be submitted and received in the Human Resources office no later than 11:59 p.m. ET on the closing date of this announcement.

NOTE: Paper applications and information sent by mail WILL NOT BE ACCEPTED.

REQUIRED DOCUMENTS:

All required documents listed below, that are applicable to you, must be submitted to our automated system "Gateway to State" by 11:59 p.m. Eastern Time (ET) on the closing date of this announcement.

1. Resume - your resume or any other written format you choose should contain the required information as specified in the "How You Will Be Evaluated" section. Insufficient information will result in an ineligible rating.
2. A completed online job specific self-assessment questionnaire through the Department's automated system "Gateway to State".
3. Transcripts - if you are qualifying based on education OR if there are mandatory education requirements listed under the Qualifications and Evaluations section, you MUST submit a copy of your college transcript(s) with your application. If selected, an official/sealed college transcript(s) will be required to verify education prior to employment.
4. Veterans Preference - If claiming veteran's preference, you must indicate the type of veteran's preference you are claiming on your resume.

For 5-point veteran's preference, you must provide a copy of your DD-214 Certificate of Release or Discharge from Active Duty (Member Copy 4 is preferable) which must show the type of discharge and dates of active duty. If you are currently on active duty, you must provide a certification on letterhead from your military branch which contains your military service dates, expected date of discharge or release, and the character of service to show that your military service was performed under honorable conditions. The expected date of discharge or release must be no later than 120 days after the certification is submitted for consideration for this vacancy announcement. If the appropriate information is not submitted to confirm your current or expected discharge status, dates of service, etc., you will not receive credit for the claimed active duty military service.

For 10-point veteran's preference, in addition to the DD-214 or certification, you must also submit a current version of the [SF-15 \(Application for 10-Point Veteran Preference\), dated October 2013](#), and any documentation required by this form to support your claim. Previous editions of the SF-15 will not be accepted. If we cannot verify your 10-point preference status, you will receive 5-point preference if veterans' preference requirements have been met. For further information regarding Veterans, [click here](#).

For Sole Survivorship preference, you must provide a copy of your DD-214 (Member Copy 4 is preferable) or another form of official documentation which shows your discharge or release from active duty occurred on or after August 29, 2008 and was based on a sole survivorship discharge.

To gain access to your DD214 online, please visit: <http://www.archives.gov/veterans/military-service-records/get-service-records.html>

5. If you are qualifying based on other criteria listed under the Qualification Section of this announcement, you MUST submit the required supporting documentation (certificates, certifications, etc.) with your application.

6. CTAP/ICTAP eligibles must submit a copy of the appropriate documentation with their application. See links below:

[ICTAP Considerations](#)

[CTAP Considerations](#)

AGENCY CONTACT INFO:

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Washington, DC
20522
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WHAT TO EXPECT NEXT:

After all application packages have been received, we will review your resume to ensure you meet the basic qualification requirements. After we review and evaluate all applications, the most highly qualified candidates will be referred to the hiring manager for further consideration and possible interviews. After a tentative job offer, we will conduct a suitability and or security background investigation.

You will be notified up to four times during the hiring process:

1. Upon receipt of your application.
2. Upon minimum qualification determinations.
3. After the certificate is issued.
4. After final selection is made.

For instructions on how to view the status of your application, please click [here](#).

Control Number: 408809000

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