

**JOB ANALYSIS**

<b>HR Specialist to complete in collaboration with Manager or SME</b>		<b>Shaded area to be completed by HR Specialist</b>		
<b>Position: Title, Series, Grades(s):</b> Process Improvement Specialist (Metrics) GS-301-13		<b>Position Description #</b>		<b>Vacancy Announcement Number:</b>
<b>Bureau:</b> CIO	<b>HR Specialist:</b>		<b>Phone:</b>	
<b>Name of Subject Matter Expert:</b>		<b>Phone:</b>		
<p><b>Specialized Experience:</b>  <b>GS-13:</b> To qualify for the GS-13, you must possess one year of specialized experience equivalent to the GS-12 level in the Federal service, or comparable experience not gained through federal service. For this position, specialized experience is defined as providing consultation, review, and analysis of usability/user interface projects under development by internal and external organizations. Such experience may include: utilizing existing and emerging Web metrics processes, procedures, and tools in order to identify user audiences; assess user requirements, needs and satisfaction levels; and design and conduct metrics at various stages of development process; analyzing results of tests and make recommendations to improve design and function; and, create, promote and support a corporate standard for Web metrics excellence; and/or preparing and publishing effective and usable editorial, image and video materials and maintaining quality control over content; and advising authors on best practices in web publishing in accordance with user centered design principles.</p>				
<b>Mark all that apply:</b>	<b>PD</b>	<b>Subject Matter Expert</b>	<b>OPM</b>	<b>Other (Explain)</b>
List 3 to 4 Major Duties		<b>Rank the Importance of this duty</b> <b>H=High</b> <b>M=Medium</b> <b>L=Low</b>	<b>KSAs and Competencies:</b> Identify which knowledge, skills, abilities (KSA) and competencies are required to perform this essential duty.	<b>Questions:</b> Identify which Questions will assess this KSA or competency (e.g. Q1, Q9...).

<b>Major Duty 1</b> Review content submitted by DHS staff to ensure that it is written in appropriate style and tone for audience it serves.	<b>Importance</b> <b>High-40%</b>	Knowledge of writing for the web and content management practices in an enterprise environment	<b>Questions #'s</b> Q2 – Q10
<b>Column 1</b>		<b>Column 3</b>	
<b>Major Duty 2</b> Conducts research to identify technologies for customer relationship management, web analytics, performance management and usability, evaluates alternatives and recommends potential systems components to support this analytical process.	<b>Importance</b> <b>High-20%</b>	<b>KSAs and Competencies</b> Knowledge of project management relevant to a web metrics program	<b>Questions #'s</b> Q11 – Q15
<b>Column 1</b>		<b>Column 3</b>	
<b>Major Duty 3</b> Designs and conduct usability tests to ensure that key user interfaces undergo usability testing prior to release.	<b>Importance</b> <b>High-25%</b>	<b>KSAs and Competencies</b> Knowledge of the practice of web metrics.	<b>Questions #'s</b> Q16-Q20
<b>Column 1</b>		<b>Column 3</b>	
<b>Major Duty 4</b> Communicate findings, recommendations, resources and guidelines to other relevant DHS staff via regular meetings, presentations, listservs, and other appropriate means.	<b>Importance</b> <b>High-15%</b>	<b>KSAs and Competencies</b> Ability to communicate in writing.	<b>Questions #'s</b> Q21-Q25
<b>List any Selective Placement Factors (if applicable)</b>		<b>Justification</b>	

Comments:

SME, Signature \_\_\_\_\_ Date \_\_\_\_\_

HR Specialist, /S/