

**AMENDED QUALIFICATION STANDARD**

**INTERNAL TITLE 5  
VACANCY ANNOUNCEMENT**

|                                  |   |                               |   |                             |                  |
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| <b>Announcement Number:</b>      | 2004-159  | <b>Opening Date:</b>          | September 30, 2004                            | <b>Closing Date:</b>        | October 22, 2004 |
| <b>Position/Position Number:</b> | ADMINISTRATIVE SUPPORT ASSISTANT, GS-303-8 #5200                              |                               | <b>Organizational Location:</b>               | MEDICAL SERVICE, TEMPLE ICF |                  |
| <b>Salary Range:</b>             | \$36,626 - \$47,615 PER ANNUM<br>(INCLUDES 10.90% LOCALITY COMPARABILITY PAY) | <b>Area of Consideration:</b> | CURRENT PERMANENT EMPLOYEES OF CTVHCS AND VCS |                             |                  |

**Duties and Responsibilities:**  
 Hours of duty: 8:00 am – 4:30 pm. Incumbent serves as Clinical ADPAC Coordinator in Medical Service to include all sites. Employee will use technical skills, knowledge of general computer operations, VISTA clinical applications; in particular VISTA application modules in the Computerized Patient Record System (CPRS) package used by Medical Service staff on a daily basis. Troubleshoots computer and printer problems and utilizes the appropriate reporting mechanism in order to decrease computer downtime. The incumbent will research and provide feedback to staff who present problems with VISTA clinical applications. Will use menu management in order to assign primary and secondary menu options for each class of user (clerical/administrative, staff physicians, contact physicians, medical students, and residents.) Provides appropriate training to all levels of users in Medical Service on VISTA clinical applications and CPRS. Incumbent instructs first-time users how to use non-clinical VISTA applications (i.e., Rolodex, Leave Requests, E-mail usage, Toolbox, etc.) Monitors Annual Security Training to ensure that all Medical Service employees are compliant. Responsible for submitting Contingency Plans for short and long term computer downtimes to the ISO. Incumbent prepares training outlines for all training provided; maintains documentation on such training. Serves as a member on various ADPAC, IMS, and Clinical Applications Education Training committees, representing Medical Service. Maintains various ADPAC and VISTA Clinical Applications, and CPRS reference manuals. Prepares weekly and quarterly reports for attention of the Service Chief, concerning unsigned progress notes, computerized consults that require action, individual training reports, workload reports, Encounters Requiring Action, etc. Ensures that only authorized software programs are loaded on staff computer equipment. Incumbent will extract reports and prepare reports/charts for quality management (QM) activities. Ensures Medical Service QM Coordinator is provided with quality management and utilization review program data that can be extracted from VISTA or KLF. Assists the Administrative Officer, Medical Service, and Program Specialist, Medical Service, with data collection and reporting of a wide variety of information. Will be assigned special projects of Chief, Medical Service and Administrative Officer, Medical Service.

**Qualification Requirements:**  
 Qualifications are derived from the Office of Personnel Management Group Coverage Qualification Standard for Clerical and Administrative Support Positions, available in Human Resources Management Service (HRMS). At the GS-8 level, applicants must have at least 1 year specialized experience equivalent to at least GS-7 level in Federal Service. Specialized experience is experience which is directly related to the work of the position. Applicants must meet time in grade requirement of one year at the GS-7 level. **It is your responsibility to assure that your Official Personnel Folder (OPF) is current and shows all work experience and credentials prior to the closing date of the announcement.**

**Rating and Ranking:**  
 Qualified candidates will be rated and ranked on the following knowledge, skills, and abilities:  
 a. Extensive knowledge of VISTA, CPRS, Microsoft applications, DSS, KFLMENU, ACRP & Fileman.  
 b. Ability to communicate effectively in writing for a variety of purposes (technical reports and recommendations.)  
 c. Ability to research, analyze problems and recommend viable solutions.  
 d. Ability to train individuals on a variety of computer related issues.

**How to apply:**  
 Permanent employees who wish to be considered for this position must obtain necessary forms through the internet address: <http://www.texvet.com/HRMS/forms.htm>. **VA FORM 5-4078 MUST BE RECEIVED IN HRMS, TEMPLE, BY CLOSE OF BUSINESS ON CLOSING DATE OF ANNOUNCEMENT. VA FORMS 5-4676A AND 5-4667B MUST BE RECEIVED WITH SEVEN (7) CALENDAR DAYS AFTER THE CLOSING DATE OF ANNOUNCEMENT.** Refer all questions to Mary Doerfler, Human Resource Specialist, extension 40786.

**NOTE:** 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 agency. The decision on granting accommodation will be on a case-to-case basis.

THIS IS A **BARGAINING** UNIT POSITION.  
 CTVHCS IS A SMOKE-FREE ENVIRONMENT.

**EQUAL EMPLOYMENT OPPORTUNITY: ACTIONS TO FILL THIS POSITION WILL NOT BE BASED ON DISCRIMINATORY FACTORS, WHICH ARE PROHIBITED BY LAW.**