

**REIMBURSABLE DETAIL
CENTER FOR TOBACCO PRODUCTS**

The Food and Drug Administration (FDA), Center for Tobacco Products (CTP), Office of Management (OM) is offering a Detail opportunity to an IT Specialist (Customer Support), GS-2210-09/11. Applicants at the GS-09/11 grade level are encouraged to apply. PHS Commissioned Corps Officers may apply. The Detail is for a period of up to 120 days. **A temporary promotion may be considered.**

Bargaining Unit Status: Bargaining Unit Position

Duty Location: **Anywhere in the U.S. (REMOTE JOB)**

Office Location: Food and Drug Administration
Center for Tobacco Products
Office of Management
10903 New t Avenue
Silver Spring, MD 20993

Area of Consideration: FDA Employees

Opening Date: June 17, 2024

Closing Date: July 1, 2024

On June 22, 2009, the Family Smoking Prevention and Tobacco Control Act (Tobacco Control Act) (Public Law 111-31) was signed into law. The Tobacco Control Act granted FDA important new authority to regulate the manufacture, marketing, and distribution of tobacco products to protect the public health generally and to reduce tobacco use by minors. To carry out this responsibility, FDA established CTP.

Major Duties will include:

Accomplishes technical support work and advisory functions. Performs assigned portions of technical support work and advisory functions.

Ensures all CTP employees are set up and organized with the necessary FDA-approved hardware and software to meet their obligations.

Provides technical support to customers who need advice, assistance, and training in applying hardware and software system.

Creates, triages, monitors, approves, and closes FDA ERIC IT Call Center helpdesk and ServiceNow tickets.

Assist Senior IT Specialist with the collaboration of the Office of Digital Transformation (ODT) communications to CTP regarding outages, training, system upgrades, IT Data Calls, IT Testing, rollout of new agency-wide systems and decommissioning of agency-wide systems that impact CTP.

Assist Senior IT Specialist with communicating CTP program staff's IT business needs and requirements to FDA's ODT.

Assist Senior IT Specialist with providing technical recommendation regarding hardware and software compatibility, availability, and adaptation to meet specialized customer demands.

Desired Knowledge and Skills:

- Knowledge of customer support principles, methods, and procedures for documenting problem resolutions, providing guidance, and training to customers.
- Knowledge of the procedures and techniques necessary to gather, synthesize, and draw conclusions regarding trend analysis.
- Ability to analyze routine network problems and recommend solutions.
- Ability to communicate factual and procedural information clearly, both orally and in writing.

Application Procedure:

- Qualified candidates at the GS-09 grade level and
- Qualified candidates at the GS-11 grade level that have not previously held a temporary promotion position within the last 12 months.
- Public Health Service Commissioned Corps Officers.

Applicants with one year of specialized experience at the GS-09 and 11 grade level who meet the basic qualifications of the position may be eligible for temporary promotion.

Supervisory concurrence is required in order to accept a Detail; it is not required to apply.

Interested applicants must submit a resume, most recent copy of SF-50, and statement of interest to: CTP-Recruitment@fda.hhs.gov

Please enter **Detail: CTP, OM- IT Specialist (Customer Support), GS-09/11** in the subject line of email.

Relocation expenses will not be paid.

Applications/resumes must be submitted by July 1, 2024.

This is not an official vacancy announcement under the Merit Promotion System.