NARA Competency Model

AISOO - Information Security Oversight Office

Program Analyst GS-07

Note: Competencies noted as "Not for selection" were rated as important to the job, but not required on entry and thus not to be used for screening candidates.

Core Competencies

Problem Solving (Thinks Analytically)
Seeks, examines, and interprets information from different sources to determine a problem's cause and develop a course of action for problem resolution. Analyzes information, develops and evaluates multiple solutions to a question or problem, and selects the most appropriate solution for the situation. Recommends innovative approaches to improve processes and results.

Interpersonal Skills (Collaborates Across Boundaries)
Works cooperatively with others across functions and geographic locations to achieve team and organizational goals. Builds and maintains strong relationships with others both internal and external to the organization. Seeks out and integrates diverse views and perspectives to enhance work quality and results.

Execution and Results (Takes Accountability for Results)
Takes ownership and accountability to ensure that work is completed accurately, efficiently, and in a timely manner, even when faced with multiple priorities. Identifies and uses the resources, tools, and information needed to achieve goals and objectives. Demonstrates flexibility, persistence, commitment, and initiative to resolve obstacles and respond to changing priorities.

Customer Service (Provides Customer Service)
Actively looks for ways to help internal and/or external customers locate information or resolve problems and issues. Gives full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and following up to ensure customer satisfaction. Provides information and resources to fulfill customer obligations and resolve customer complaints.

Communication (Communicates Openly)
Communicates opinions, facts, and thoughts with clarity, transparency, and honesty. Seeks diverse perspectives and listens openly to others' points of views. Demonstrates the courage to speak up on issues and risks as well as present good news. Researches information for and prepares documents and presentations that effectively convey relevant information.

Organizational Awareness (Demonstrates Organizational Awareness)   (Not for selection)

Demonstrates behaviors and actions that are aligned with the agency's mission and function, applying programs, policies, procedures, rules, and regulations to work activities. Places a high priority and focus on supporting NARA's mission and achieving agency goals. Considers the potential impact of external factors (for example, changes in legislation) on the needs and objectives of one's department and the agency as a whole.

General Competencies

Influences/Negotiates with Others   (Not for selection)

Promotes ideas and proposals persuasively. Shapes others' opinions, convinces or persuades others, and gains support through own actions/examples or persuasion in an ethical manner. Achieves mutually satisfying agreements in negotiations with others by listening to different objectives, effectively communicating own objectives, and seeking common ground and collaborative situations.

Leads Teams   (Not for selection)

Leads teams of diverse individuals that can work collaboratively to achieve business objectives, openly communicates, discusses, and works through team objectives, and promotes shared accountability for individual and team performance. Promotes coordination and teamwork, leverages team members' strengths and weaknesses, and takes steps to optimize team performance. Celebrates team successes, evaluates setbacks, and implements processes and approaches to continually improve performance and results.

Manages Projects   (Not for selection)

Achieves desired outcomes on projects, on time, and within budget. Designs and plans the project, defines the project workflow, and manages the project team. Controls and provides project deliverables, optimizes the contribution of the people involved, and makes decisions and assesses the impact of those decisions on quality, productivity, schedules, cost, performance, etc. Evaluates and reports progress against goals and milestones.

Embraces Continual Learning

Seeks opportunities to expand knowledge and skills through formal and informal education, training, and feedback. Identifies and leverages own strengths and developmental needs and strives to improve own skills. Acquires new knowledge related to business, professional, and technological changes and developments. Demonstrates and supports continual learning, and shares knowledge and expertise with others.

Utilizes Computer Technology

Utilizes computer technology and software applications (e.g., word processing, spreadsheets, databases, web-based tools) to perform work activities. Applies technologies and/or tools to improve work, productivity, or customer service.

Manages Contracts   (Not for selection)

Monitors contracts with vendors, including conducting market research, defining work needed, soliciting and evaluating proposals, making recommendations for vendor selection, finalizing the terms of the contract, and initiating contract revisions to meet changing program requirements. Monitors contractor activities, manages related budgets and financial requirements, and ensures that contract requirements are met and all activities through closeout are performed in compliance with contract terms.

Technical Competencies

Administers Training and Development Programs   (Not for selection)

Plans, designs, develops, implements, and evaluates a wide range of training and professional development programs and strategies related to [Subject Area(s)/Discipline(s)]. Establishes training priorities, identifies training needs and opportunities, leads curriculum development, selects appropriate delivery systems, and evaluates the short- and long-term effectiveness of training efforts. Ensures learning solutions are reflective of and adaptive to trainee needs and agency objectives.

Policy and Procedure Development   (Not for selection)

Analyzes, evaluates, and/or develops formal policies and procedures related to [Agency Programs/Activities]. Prepares local directives to implement organization-wide policies or procedures.

Conducts Inspections, Evaluations, and Analysis   (Not for selection)

Conducts inspections, evaluations, and analysis of agency regulations, policies, practices, and statistical information in order to determine degree of department and agency compliance with [Executive Orders, Presidential Memoranda, FOIA, Privacy Act, etc.], ISOO directives, and applicable department and agency regulations. Prepares reports and recommendations based on analytical findings. Reviews the status and effectiveness of directives and recommends modifications or enhancements to improve operations.

Conducts Data Analysis   (Not for selection)

Collects, organizes, and analyzes data and other statistical information, including identifying and resolving data discrepancies and issues. Presents analytical findings and trends in textual and graphical formats, and identifies and recommends modifications in policies, procedures, and resource allocations.

Applies Knowledge of Security Classification, Safeguarding, Declassification   (Not for selection)

Demonstrates expertise in concepts, principles, and practices related to security classification, safeguarding, and declassification of classified national security information. Maintains currency in the operations, policies, procedures, and authorities related to information, physical, personnel, and industrial security. Provides information, guidance, and support to individuals within and outside of the agency, including members of the public, on information requests and classification and declassification issues. (SELECTIVE PLACEMENT FACTOR)

Controls Unclassified Information   (Not for selection)

The ability to apply knowledge and expertise in the operations, policies, procedures, and authorities related to sensitive unclassified information that requires controls.

Analyzes and Evaluates Policies and Procedures for National Security Systems   (Not for selection)

Analyzes and evaluates policies and procedures related to national security systems, including pertinent certification and accreditation programs, documentation, and technologies. Researches and recommends solutions to support and improve the overall effectiveness of the information security program.

Links to Assessments (For Staffing Specialist Use Only):