A Publication of the
Bureau of Indian Affairs
Bureau of Land Management
National Park Service
US Fish and Wildlife Service
US Forest Service

Task Book for the Position of:

INCIDENT TECH SUPPORT SPECIALIST (ITSS)

January 2016

Task Book Assigned To:

Trainee's Name:

Home Unit/Agency:

Home Unit Phone Number:

Task Book Initiated By:

Official's Name:

Home Unit Title:

Home Unit/Agency:

Home Unit Phone Number:

Home Unit Address:

Date Initiated:

The material contained in this book accurately defines the performance expected of the position for which it was developed. This task book is approved for use as a position qualification document in accordance with the instructions contained herein.

Verification/Certification of Completed Task Book for the Position of:

_____

Final Evaluator's Verification

*To be completed **ONLY** when you are recommending the trainee for certification.*

I verify that (trainee name) _____ has successfully performed as a trainee by demonstrating all tasks for the position listed above and should be considered for certification in this position. All tasks are documented with appropriate initials.

Final Evaluator's Signature: _____

Final Evaluator's Printed

Name: _____

Home Unit Title: _____

Home Unit/Agency: _____

Agency Certification

I certify that (trainee name) _____ has met all requirements for qualification in the above position and that such qualification has been issued.

Certifying Official's Signature: _____

Certifying Official's Printed

Name: _____

Title: _____

Home Unit/Agency: _____

Home Unit Phone Number: _____ Date: _____

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NWCG, Publications Management System at http://www.nwcg.gov/publications/position-taskbooks

NATIONAL WILDFIRE COORDINATING GROUP (NWCG)
POSITION TASK BOOK

Agency specific Position Task Books (PTBs) have been developed for designated positions. Each PTB lists the competencies, behaviors and tasks required for successful performance in specific positions. Trainees must be observed completing all tasks and show knowledge and competency in their performance during the completion of this PTB.

Trainees are evaluated during this process by qualified evaluators, and the trainee's performance is documented in the PTB for each task by the evaluator's initials and date of completion. An Evaluation Record will be completed by all evaluators documenting the trainee's progress after each evaluation opportunity.

Successful performance of all tasks, as observed and recorded by an evaluator, will result in a recommendation to the agency that the trainee be certified in that position. Evaluation and confirmation of the trainee's performance while completing all tasks may occur on one or more training assignments and may involve more than one evaluator during any opportunity.

INCIDENT/EVENT CODING

Each task has a code associated with the type of training assignment where the task may be completed. The codes are: O = other, I = incident, W = wildfire, RX = prescribed fire, W/RX = wildfire OR prescribed fire and R = rare event. The codes are defined as:

O = Task can be completed in any situation (classroom, simulation, daily job, incident, prescribed fire, etc.).

I = Task must be performed on an incident managed under the Incident Command System (ICS). Examples include wildland fire, structural fire, oil spill, search and rescue, hazardous material, and an emergency or non-emergency (planned or unplanned) event.

W = Task must be performed on a wildfire incident.

RX = Task must be performed on a prescribed fire incident.

W/RX = Task must be performed on a wildfire OR prescribed fire incident.

R = Rare events such as accidents, injuries, vehicle or aircraft crashes occur infrequently and opportunities to evaluate performance in a real setting are limited. The evaluator should determine, through interview, if the trainee would be able to perform the task in a real situation.

While tasks can be performed in any situation, they must be evaluated on the specific type of incident/event for which they are coded. For example, tasks coded W must be evaluated on a wildfire; tasks coded RX must be evaluated on prescribed fire and so on. Performance of any task on other than the designated assignment is not valid for qualification.

Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.

Tasks within the PTB are numbered sequentially; however, the numbering does NOT indicate the order in which the tasks need to be performed or evaluated.

The bullets under each numbered task are examples or indicators of items or actions related to the task. The purpose of the bullets is to assist the evaluator in evaluating the trainee; the bullets are not all-inclusive. Evaluate and initial ONLY the numbered tasks. DO NOT evaluate and initial each individual bullet.

A more detailed description of this process and definitions of terms are included in the *Wildland Fire Qualification System Guide*, PMS 310-1. This document can be found at http://www.nwcg.gov/publications/310-1.

RESPONSIBILITIES

The responsibilities of the Home Unit/Agency, Trainee, Coach, Training Specialist, Evaluator, Final Evaluator and Certifying Official are identified in the *Wildland Fire Qualification System Guide*, PMS 310-1. It is incumbent upon each of these individuals to ensure their responsibilities are met.

INSTRUCTIONS FOR THE POSITION TASK BOOK EVALUATION RECORD

Evaluation Record

Each evaluator will need to complete an evaluation record. Each evaluation record should be numbered sequentially. Place this number at the top of the evaluation record page and also use it in the column labeled "Evaluation Record #" for each numbered task the trainee has satisfactorily performed.

Trainee Information

Print the trainee's name, position on the incident/event, home unit/agency, and the home unit/agency address and phone number.

Evaluator Information

Print the Evaluator's name, position on the incident/event, home unit/agency, and the home unit/agency address and phone number.

Incident/Event Information

   Incident/Event Name: Print the incident/event name.
   Reference: Enter the incident code and/or fire code.
   Duration: Enter inclusive dates during which the trainee was evaluated.
   Incident Kind: Enter the kind of incident (wildfire, prescribed fire, search and rescue, flood, hurricane, etc.).
   Location: Enter the geographic area, agency, and state.
   Management Type or Prescribed Fire Complexity Level: Circle the ICS organization level (Type 5, Type 4, Type 3, Type 2, Type 1, Area Command) or the prescribed fire complexity level (Low, Moderate, High).

Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.

Fire Behavior Prediction System (FBPS) Fuel Model Group: Circle the Fuel Model Group letter that corresponds to the predominant fuel type in which the incident/event occurred.

G = Grass Group (includes FBPS Fuel Models 1 – 3):
1 = short grass (1 foot); 2 = timber with grass understory; 3 = tall grass (1½ - 2 feet)

B = Brush Group (includes FBPS Fuel Models 4 – 6):
4 = Chaparral (6 feet); 5 = Brush (2 feet); 6 = dormant brush/hardwood slash;
7 = Southern rough

T = Timber Group (includes FBPS Fuel Models 8 – 10)
8 = closed timber litter; 9 = hardwood litter; 10 = timber (with litter understory)

S = Slash Group (includes FBPS Fuel Models 11 – 13)
11 = light logging slash; 12 = medium logging slash; 13 = heavy logging slash

Evaluator's Recommendation

For 1 – 4, initial only one line as appropriate; this will allow for comparison with your initials in the Qualifications Record.

Record additional remarks/recommendations on an Individual Performance Evaluation, or by attaching an additional sheet to the evaluation record.

Evaluator's Signature

Sign here to authenticate your recommendations.

Date

Document the date the Evaluation Record is being completed.

Evaluator's Relevant Qualification (or agency certification)

List your qualification or certification relevant to the trainee position you supervised.

Note: Evaluators must be either qualified in the position being evaluated or supervise the trainee; Final Evaluators must be qualified in the trainee position they are evaluating.

Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.

ITSS

Competency: Assume position responsibilities.

Description: Successfully assume role of Incident Tech Support Specialist and initiate position activities at the appropriate time according to the following behaviors.

TASK	CODE	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task

Behavior: Ensure readiness for assignment.

TASK	CODE	EVAL. RECORD #	EVALUATOR
1. Obtain and assemble information and materials needed for kit. Suggested items: • *Adequate software and hardware for incident support and management* • *List of resources assigned, en route, on order, and local resource status (computer rentals and peripherals)* • *List of local/regional Information Technology Specialists contacts* • *Current set of software, patches, manuals and tools used by ITSS*	I		
2. Obtain complete information from incident supervisor and dispatch upon assignment. • *Incident name* • *Incident order number* • *Request number* • *Incident phone number* • *Reporting time* • *Reporting location* • *Transportation arrangements/travel routes* • *Contact procedures during travel*	I		
3. Arrive at incident and check in. • *Arrive properly equipped at assigned location within acceptable time limits* • *Check in according to agency guidelines and within acceptable time limits*	I		

Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.

ITSS

TASK	CODE	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task

Behavior: Ensure availability, qualifications, and capabilities of resources to complete assignment.

TASK	CODE	EVAL. RECORD #	EVALUATOR
4. Ensure a thorough and working knowledge of Information Technology concepts in order to: • *Implement, evaluate, and manage local area networks and telecommunications* • *Organize, setup, and support computer equipment and related peripherals* • *Install, configure and maintain incident specific management software* • *Maintain network and computer system security* • *Provide end-user training and customer support*	I		
5. Obtain work materials, data, and equipment necessary to accomplish assigned tasks within specific time frames. • *Order additional materials, data, and equipment according to established incident specific guidelines* • *Establish telecommunication services (e.g., Internet, network shares, fax, printing, database access)* • *Restock incident IT consumables (e.g. toner, Ethernet cables)*	I		
6. Organize work area. • *Ensure safe and efficient accomplishment of tasks (e.g., secure work area)* • *Recognize and meet priorities within established time frames* • *Recognize, report, and mitigate potentially hazardous situations (e.g. cable placement, electrical overload, equipment over-heating)*	I		

Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.

ITSS

TASK	CODE	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task

Behavior: Gather, update, and apply situational information relevant to the assignment.

TASK	CODE	EVAL. RECORD #	EVALUATOR
7. Obtain initial briefing from incident supervisor or immediate supervisor. • *Team location* • *Work schedule* • *Type of incident and expected duration* • *Personnel ordered for your team* • *Telephone procedures* • *Current and expected resource commitments* • *Current incident status* • *Weather, current and expected* • *Safety concerns* • *Policies and operating procedures* • *Process for incoming resource orders* • *Documentation requirements*	I		
8. Collect logistical information. • *Incident base facilities* • *Determine workstation and support requirements for each section (e.g. computers, printers, internet)* • *Determine local or incident equipment and supplies available (e.g., plotter, computer, ink, paper)*	I		
9. Collect information from outgoing Incident Tech Support Specialist or other personnel responsible for incident prior to your arrival. • *Status of incident and ordered/assigned resources* • *Incident resources and procedures (e.g., ordering, local IT contacts, local telecommunication contacts)* • *Acquire an inventory of equipment (e.g., laptops, printers, routers, switches)* • *Special considerations on the incident (e.g., records management process)*	I		

Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.

ITSS

TASK	CODE	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
Behavior: Understand and comply with ICS concepts and principles.			

10. Apply the ICS.
   • *Follow chain of command*
   • *Maintain appropriate span of control*
   • *Use appropriate ICS forms*
   • *Use appropriate ICS terminology*
	I		

Behavior: Establish effective relationships with relevant personnel.			

11. Conduct self in a professional manner.
   • *Respectful and courteous*
   • *Respectful of public and private property*
	I		

12. Establish and maintain positive interpersonal and interagency working relationships.	I		

Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.

ITSS

Competency: Communicate effectively.

Description: Use suitable communication techniques to share relevant information with appropriate personnel on a timely basis to accomplish objectives in a rapidly changing, high-risk environment.

TASK	CODE	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
Behavior: Ensure relevant information is exchanged during briefings and debriefings.			
13. Share pertinent operations information that may affect the team's management of the incident.	I		
14. Participate in operational period briefing.	I		
15. Provide daily briefings to section personnel. • *Operational status of information technology capabilities.*	I		
16. Participate in agency administrator closeout/After Action Review (AAR).	I		
Behavior: Ensure documentation is complete and disposition is appropriate.			
17. Define, implement, and maintain a data management and archival process. • *Develop a centralized server-side repository for all data (e.g., files, maps, photos, database files)* • *Create backup copies of incident data* • *Perform daily backup of data and database files*	I		
18. Provide written documentation, digital data, database files and products developed during the incident to the Documentation Unit and others as appropriate.	I		
Behavior: Gather, produce and distribute information as required by established guidelines and ensure understanding by recipient.			
19. Respond to requests and prepare reports as appropriate. • *Provide information to section leads on availability of information technology resources within acceptable time limits*	I		

Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.

ITSS

Competency: Ensure completion of assigned actions to meet identified objectives.

Description: Identify, analyze, and apply relevant situational information and evaluate actions to complete assignments safely and meet identified objectives. Complete actions within established timeframe.

TASK	CODE	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
Behavior: Gather, analyze, and validate information pertinent to the incident or event and make recommendations for setting priorities.			
20. Download data and software from appropriate resources and incorporate into the incident data or systems. • *Download and install the latest versions or patches of incident software* • *Download and import the latest resource ordering and status data files*	I		
Behavior: Transfer position duties while ensuring continuity of authority and knowledge and taking into account the increasing or decreasing incident complexity.			
21. Coordinate an efficient transfer of position duties when mobilizing/demobilizing. • *Consider transition early in the incident.* • *Inform subordinate staff and incident supervisor* • *Document follow-up action needed and submit to agency representative* • *Complete and transfer a final inventory report (e.g., form AD-107 – Report of Transfer or Other Disposition or Construction of Property)*	I		
22. Coordinate Information Technology software and hardware demobilization procedures. • *Ensure upload and archival of incident data and databases* • *Properly store equipment for shipment (e.g., team and rental property)* • *Submit resource orders for hardware* • *Complete performance evaluations per agency guidelines* • *Complete transitional briefing with incoming ITSS*	I		

Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.

ITSS

TASK	CODE	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task

Behavior: Plan for demobilization and ensure demobilization procedures are followed.

TASK	CODE	EVAL. RECORD #	EVALUATOR:
23. Demobilize and check out. • *Receive demobilization instructions from incident supervisor* • *If required, complete ICS 221, Demobilization Checkout and submit completed form to appropriate personnel*	I		

Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.

Trainee Information

Printed Name:

Trainee Position on Incident/Event:

Home Unit/Agency:

Home Unit /Agency Address and Phone Number:

Evaluator Information

Printed Name:

Evaluator Position on Incident/Event:

Home Unit/Agency:

Home Unit /Agency Address and Phone Number:

Incident/Event Information

Incident/Event Name: Reference (Incident Number/Fire Code):

Duration:

Incident Kind: Wildfire, Prescribed Fire, All Hazard, Other (specify):

Location (include Geographic Area, Agency, and State):

Management Type (circle one): Type 5, Type 4, Type 3, Type 2, Type 1, Area Command

OR Prescribed Fire Complexity Level (circle one): Low, Moderate, High

FBPS Fuel Model Letter: G = Grass, B = Brush, T = Timber, S = Slash

Evaluator's Recommendation

(Initial only one line as appropriate)

_____1) The tasks initialed and dated by me on the Qualification Record have been performed under my supervision in a satisfactory manner. The trainee has successfully performed all tasks in the PTB for the position. I have completed the Final Evaluator's Verification section and recommend the trainee be considered for agency certification.

_____2) The tasks initialed and dated by me on the Qualification Record have been performed under my supervision in a satisfactory manner. However, opportunities were not available for all tasks (or all uncompleted tasks) to be performed and evaluated on this assignment. An additional assignment is needed to complete the evaluation.

_____3) The trainee did not complete certain tasks in the PTB in a satisfactory manner and additional training, guidance, or experience is recommended.

_____4) The individual is severely deficient in the performance of tasks in the PTB for the position and additional training, guidance, or experience is recommended prior to another training assignment.

Record additional remarks/recommendations on an Individual Performance Evaluation, or by attaching an additional sheet to the evaluation record.

Evaluator's Signature:_____Date:_____

Evaluator's Relevant Qualification (or agency certification):_____

_____

Trainee Information

Printed Name:

Trainee Position on Incident/Event:

Home Unit/Agency:

Home Unit /Agency Address and Phone Number:

Evaluator Information

Printed Name:

Evaluator Position on Incident/Event:

Home Unit/Agency:

Home Unit /Agency Address and Phone Number:

Incident/Event Information

Incident/Event Name: Reference (Incident Number/Fire Code):

Duration:

Incident Kind: Wildfire, Prescribed Fire, All Hazard, Other (specify):

Location (include Geographic Area, Agency, and State):

Management Type (circle one): Type 5, Type 4, Type 3, Type 2, Type 1, Area Command

OR Prescribed Fire Complexity Level (circle one): Low, Moderate, High

FBPS Fuel Model Letter: G = Grass, B = Brush, T = Timber, S = Slash

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Evaluator's Recommendation

(Initial only one line as appropriate)

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_____ 2) The tasks initialed and dated by me on the Qualification Record have been performed under my supervision in a satisfactory manner. However, opportunities were not available for all tasks (or all uncompleted tasks) to be performed and evaluated on this assignment. An additional assignment is needed to complete the evaluation.

_____ 3) The trainee did not complete certain tasks in the PTB in a satisfactory manner and additional training, guidance, or experience is recommended.

_____ 4) The individual is severely deficient in the performance of tasks in the PTB for the position and additional training, guidance, or experience is recommended prior to another training assignment.

Record additional remarks/recommendations on an Individual Performance Evaluation, or by attaching an additional sheet to the evaluation record.

Evaluator's Signature:_____ Date:_____

Evaluator's Relevant Qualification (or agency certification):_____

Additional Evaluation Record Sheets can be downloaded at http://www.nwcg.gov/publications/agency-taskbooks.