

DEPARTMENT OF
DEFENSE, VETERANS AND EMERGENCY MANAGEMENT
Military Bureau
Joint Force Headquarters, Maine National Guard
Camp Keyes, Augusta, Maine 04333-0033

17 July 2015

TECHNICIAN POSITION VACANCY ANNOUNCEMENT #15-084

POSITION: IT Specialist (CUSTSPT) (D0269000) (GS-2210-07/09) EXCEPTED POSITION

LOCATION: Deputy Chief of Staff, Information Management (DCSIM), Camp Keyes, Augusta, Maine

SALARY RANGE:

\$46,100 to \$59,926 per annum **GS-07**

\$55,119 to \$71,651 per annum **GS-09**

CLOSING DATE: 3 August 2015

AREA OF CONSIDERATION:

AREA I – All permanent and indefinite Enlisted Technicians in the Maine Army National Guard and personnel with reemployment rights to MEARNG positions.

AREA II – All Enlisted members of the Maine Army National Guard.

PERMANENT CHANGE OF STATION (PCS): PCS expenses may not be authorized for this position. Authorization for payment of PCS expenses will be granted only after a determination is made that payment is in the best interest of the Maine National Guard.

DUTIES: See attached duties and responsibilities.

QUALIFICATIONS: This position may be filled at the GS-07 or GS-09 grade. If filled at the GS-07 grade, the individual selected may be promoted to GS-09 grade without further competition when it has been determined that the individual meets the qualifications required for promotion to the higher grade.

MINIMUM QUALIFICATION REQUIREMENTS: Each applicant must show how they meet the General and Specialized Experience listed below; otherwise, the applicant may lose consideration for this job.

GENERAL EXPERIENCE: Experience, education or training that has provided a basic knowledge of data processing functions and general management principles that enabled the applicant to

understand the stages required to automate a work process. Experience may have been gained in work such as computer operator or assistant, computer sales representative, program analyst, or other positions that required the use or adaptation of computer programs and systems.

SPECIALIZED EXPERIENCE: Must have twelve (12) months experience for GS-07 or twenty-four (24) months experience for GS-09, which required the applicant to acquire and apply each of the following knowledge, skills, and/or abilities:

GS-07

1. Ability to apply troubleshooting and data analysis methods to resolve operating problems.
2. Knowledge of network configuration techniques, computer equipment and assigned system software to determine source of failure.
3. Knowledge of and skill in using software, IT security principles and functional application software.
4. Knowledge of network use and maintenance sufficient to give needed guidance or training to customers to prevent problem recurrences.

GS-09

1. Knowledge of computer systems and information transmission systems standards and equipment sufficient to install, configure, upgrade and troubleshoot hardware components.
2. Knowledge of LAN/WAN standards and equipment sufficient to install, configure, and troubleshoot LAN and WAN components such as routers, hubs, switches, and servers.
3. Knowledge of customer service and support principles and methods sufficient to provide delivery of a wide range of customer support services to all service organizations.
4. Knowledge of configuration management concepts and life cycle management concepts sufficient to identify the need to upgrade or enhance network component capabilities.

COMPATIBILITY CRITERIA: MOS: 25B, 25N, 25U, 25Z, 25S

SUBSTITUTION OF EDUCATION FOR SPECIALIZED EXPERIENCE: For the GS-5 level, a 4-year course of study leading to a bachelor's degree may be substituted for the experience requirements. At the GS-7 level, one full year of graduate level education or superior academic achievement. At the GS-9 level, a masters or equivalent graduate degree or 2 full years of progressively higher level graduate education leading to such a degree may be substituted. Undergraduate or Graduate Education: Degree in computer science, engineering, information science, information systems management, mathematics, operations research, statistics, or technology management or degree that provided a minimum of 24 semester hours in one or more of the fields identified above and required the development or adaptation of applications, systems or networks.

ADDITIONAL REQUIREMENT: As a condition of employment, individuals have 6 months in which to complete and receive the SEI 264 (for the level and grade at which the person is serving) mandated by DoD Career Development Program for Information Assurance Workforce Improvement Program (DoD 8750.01M).

HOW TO APPLY: Detailed instructions are contained in an Instruction Guide titled "Technician Vacancy Announcement Guide" which should be posted with this vacancy announcement. Applicants may apply using the OF Form 612 Optional Application for Federal Employment, a resume, or any other format they choose. In addition to their basic application, applicants are strongly encouraged to complete ME Form 171, Military Experience and Training Supplement. Applications forwarded to HRO should be no more than eight (8) pages although additional pages may be submitted as necessary. Applications should include written or documented proof of education, training, and work experience deemed necessary to adequately respond to general and specialized experience factors listed in the TPVA. Professional licenses or education transcripts necessary to validate qualifications should be submitted as required in the TPVA. Do not include photo copies of awards (a military ribbon rack or civilian certificate), letters of commendation, enlisted or officer performance reports, Technician performance appraisals, and personal photos unless specifically requested in the TPVA. Applications must be forwarded to: Joint Force Headquarters, ATTN: HRO, Camp Keyes, Augusta, Maine 04333-0033, NOT LATER THAN the closing date. Applications received AFTER the closing date WILL NOT BE CONSIDERED. The use of government envelopes, postage or facsimile machines to submit applications is prohibited. We are allowed to receive facsimiles sent from non-government facsimile machines. The inter-office distribution system may be used. You may also e-mail it to: ng.me.mearng.list.hro-applications@mail.mil

APPOINTMENT: Selectee will be required to participate in Direct Deposit/Electronic Funds Transfer as a condition of employment. The Adjutant General retains exclusive appointment authority for Technicians. No commitment will be made to any nominee prior to a review of qualifications by this office. The Maine National Guard is an Equal Opportunity Employer. All appointments and promotions will be made without regard to race, color, creed, sex, age or national origin.

DISSEMINATION: Supervisors, please post to bulletin boards, read at unit formations and notify personnel who may be interested. Qualified personnel who may be absent during this announcement period due to ADT, AT, TDY, school, illness, etc., should be notified.

WORK: DSN 626-6013/COM (207) 430-6013 FAX: DSN 626-4246/COM (207) 626-4246

FOR THE HUMAN RESOURCES OFFICER:

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LISA M SESSIONS
MAJ, AG
Human Resources Specialist
(Recruitment & Placement/Compensation)

25.

a. INTRODUCTION

This position is located in an information management organization. The purpose of this position is to provide customer support to users of supported information management systems. Responsible for assisting customers with the resolution of problems encountered. Identifies the nature of customer problems, to include loss of service, impact to the customer and the customer's expectations/needs for a resolution. Provides help desk services to customers by serving as a primary point of contact for problem resolution or direct inquiries.

This position requires military membership. In accordance with DA Pamphlet 611-21 and AFMAN 36-2108, the incumbent performs duties necessary to accomplish information technology management functions in support of command, control, communications and computers (C4) programs essential to state information management daily operations, training, and readiness missions.

b. DUTIES AND RESPONSIBILITIES

--Serves as a technical specialist on all automated systems utilized throughout the state. Provides solutions to customer requests for assistance in resolving the less complex hardware and software problems, referring the more complex problems to a higher graded specialist. Systems used include personal computers, mini computers and mainframes. Customer requests for assistance may be submitted telephonically, via email or in person.

--Receives requests for resolution of hardware or software problems that may require in-depth research. Analyzes customer problems and researches database for possible solutions or tasks the appropriate subject matter expert or section capable of resolving the problem.

--Participates in site surveys in order to verify adequacy of software installation practices and operating environments are compliant with desktop and network security standards, and network operations to ensure customer needs are met. Automates repetitive tasks such as ghosting software images, sanitizing disks, and warranty usage tracking. Deploys technologies to minimize technical labor for operational testing, problem resolution, and pattern analysis. Determines internal service measures for support provided and communicates service level expectations.

--Provides technical assistance to current and potential users so that LAN/WAN and other C4 systems operations have few major disruptions. Proactively interacts with users to ensure proper operation of computer systems, hardware, and software. Demonstrates processes and provides orientation for new users. Provides technical hands-on assistance with software installations, hardware configurations, and communication networking to support daily operations and major fielding activities. Provides instructions to customers on accessing data, processing, space utilization efficiencies, and program recovery techniques. Consults with customers regarding potential system or program upgrades.

--Installs and maintains hardware devices supporting a broad range of information systems employing multiple network and local operating systems and highly sophisticated client server software. Uses detailed reference material, sophisticated diagnostic equipment and complex diagnostic software to identify and resolve internal system and network conflicts. Removes and replaces defective hardware components; installs network/peripheral device interface cards. Performs upgrade of hardware to include memory, fixed storage, and installation of network interface cards (NIC) or enhancement cards.

--Installs and configures workstation or network operating systems, and applications software on a wide range of configurable information systems devices. Configures a wide variety of devices requiring diverse interfaces and device drivers in multiple operating system environments using a wide variety of hardware platforms. Configures workstation security parameters. Troubleshoots and corrects software problems to include resolving conflicts between applications, hardware and/or device conflicts, and operating system faults. Detects and removes computer viruses. Restores and repairs damaged critical data files. Updates hardware and software architecture databases to reflect installations, turn-ins, and changes in reportable software.

--Performs operational tests on equipment in test array or operational configuration prior to issue or installation to ensure proper operation and absence of hardware, software, device or network conflicts.

--Captures, maintains and tracks warranty data for all fielded systems, advises other support personnel of warranty status and interfaces with vendor to request and monitor warranty work. Maintains the customer service database for all service requests. Documents and enters all requests for advice and assistance in the customer service database. Receives, analyzes, assigns control numbers and tracks to resolution all customer requests.

--Provides familiarization training for users of new equipment and software as required.

--Performs other as duties as assigned.