

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

2 May 2016

TECHNICIAN POSITION VACANCY ANNOUNCEMENT #16-051

POSITION: Information Technology Specialist (NETWORK/CUSTSPT) (D2180P01) GS-2210-09 EXCEPTED POSITION

LOCATION: 101st Communications Flight, Bangor Maine

SALARY RANGE

\$55,670 to \$72,366 per annum **GS-09**

CLOSING DATE: 6 June 2016

AREA OF CONSIDERATION:

AREA I - All permanent and indefinite Enlisted Technicians in the Maine Air National Guard.

AREA II - All Enlisted Members of the Maine Air 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.

MINIMUM QUALIFICATION REQUIREMENTS: Each applicant must show how they meet the General Experience 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 twenty-four (24) months of experience for the GS-09 level, which required the applicant to acquire and apply each of the following knowledge, skills, and/or abilities.

GS-09

1. Skill in administering, installing and troubleshooting unclassified/classified local area network (LAN) computer clients and software applications, responding to customer requests ensuring trouble reports are handled in accordance with published restoration procedures and timelines.
2. Ability to document, record and report IT incidents, effectively track outages, types of service interruptions resulting in a knowledge base for future problem resolution.
3. Knowledge of technical assistance practices in support of the proper installation, operation, maintenance and security of computer systems- hardware and software.
4. Ability to provide information technology related training on applications and equipment to Wing and GSU peers and customers.
5. Knowledge of network security to ensure compliance with established security plans, policies and standards.
6. Ability to participate in the resolution of very complex data/voice network and personal wireless communications problems by collaborating with other technical specialists and customers.

ADDITIONAL REQUIREMENT: MUST be able to become Security+ certified within 6 months

COMPATIBILITY CRITERIA: 3D0X1, 3D0X2, 3D0X3, 3D1X1, 3D1X2, 3D1X3, 3D1X4

NOTE: If you do not possess the compatible AFSC, you will not be disqualified from being considered. Selected applicant must be prepared to attend the appropriate school.

SUBSTITUTION OF EDUCATION FOR SPECIALIZED EXPERIENCE: 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.

SELECTED RESERVE INCENTIVE PROGRAM (SRIP): Non-Technician Maine National Guard personnel who are SRIP participants (bonus recipients/student loan repayment program) may have their benefits terminated and/or recouped if selected as a permanent military Technician. Applicants should contact the MeANG Incentive Manager Norman Stanton, MSgt DSN - 698-7391 to determine any possible termination and/or recoupment actions that may result from accepting this position.

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, EN
Human Resources Specialist
(Recruitment & Placement/Compensation)

This position is located in the Operations Section of a Base Communications Unit, Mission Support Group, in an Air National Guard Wing. This is an Air National Guard (ANG) Dual Status Technician position requiring military membership, compatible military skill assignment, and classification. The purpose of this position is to serve as an Information Technology (IT) specialist performing analytical and evaluative duties related to classified/unclassified computer networks, controlling, coordinating, and tracking all IT systems production activities, base level assistance in the operation and maintenance of the installation's computer network, and providing technical assistance, training, and support to customers. This position is responsible for providing voice, data, wireless, and information security services provided to the Wing, supported Geographically Separated Units (GSU), and tenants. This position provides tier one support to the Wing, GSU, and tenants.

MAJOR DUTIES:

1. Administers classified and unclassified local area network (LAN) clients, monitors ongoing operation of network systems to ensure hardware and software functions, and meets operational standards. Identifies and resolves complex network related problems occurring within the assigned area of responsibility. Responds to customer requests for assistance, ensuring trouble reports are handled expeditiously. Troubleshoots hardware, software, and LAN/Client operating system problems. Evaluates workstations for appropriate type of hardware and software to ensure system interoperability. Installs associated peripheral hardware in workstations. Formats hard drive file systems using current industry standards and allocates file names using proper naming conventions. Utilizes workstation troubleshooting tools. Installs, configures, and troubleshoots current downward directed operating systems. Reviews audit logs and trace files to identify, analyze, and isolate potential problem sources. Identifies and determines corrective actions to be taken due to job failures not covered by established procedures. Resolves system failures and provides advice and assistance to minimize interruptions in customers' ability to carry out critical business activities. Identifies application problems; consults with vendors and operating personnel; explores applications, operating systems, hardware and software programs to pinpoint the source of problems; and initiates corrective actions in such a way as to minimize network service interruptions. Documents results of analyses, tests, and the techniques and procedures applied in problem resolution to establish a record of activities for future use. Promotes network security by ensuring compliance with established security plans, policies, and standards. Administers customer accounts and provides initial orientation to new customers. Creates and deletes user accounts, assigns and resets passwords. Maintains applications programs and modifies program contents to provide for new data and output when such changes do not modify the original programming logic and techniques. Performs troubleshooting on clients to include basic functions such as unlocking user accounts, building and maintaining organizational mailboxes, mapping drives, printer installation and troubleshooting. Coordinates and prepares item for contract or warranty repair or replacement. Receives, inspects, installs and verifies proper operation of equipment returned and accomplishes required documentation. (25%)

2. Incumbent uses data, voice, and wireless principles to plan, test, and configure client systems, network, voice and personal wireless communications systems, to include specialized and unique platform IT systems. Participates in planning, monitoring, testing, maintaining, and operating multiple client systems-based platforms. Installs network hubs, switches and client workstations. Optimizes and fine tunes performance and troubleshoots common to complex client system problems. Resolves connectivity and interoperability conflicts between network components. Analyzes reliability of installed equipment and software and studies usage reports to identify and correct problems. Applies a wide variety of methods and practices to ensure systems are used properly. Identifies trends in the types and frequency of errors and recommends changes to ensure optimum effectiveness is achieved. Develops instructions for and assists network technicians with installing, implementing, integrating, and maintaining networked systems. Researches functional requirements of organizations and determines future needs of client systems to ensure hardware and software are in place and functioning properly at the time of implementation. Analyzes reports, equipment usage and capabilities to identify potential problems to management. Implements new systems hardware and software to support networks. Remains abreast of changes in technology and applications that impact network client operation. Participates in the resolution of very complex network, voice, and personal wireless communications problems by collaborating with technical specialists. (25%)

3. Provides real time monitoring of critical command and control mission related systems within Wing, GSU, and tenant organizations for information technology production control. Analyzes and resolves complex problems and trends. Records and reports IT incidents as they occur to effectively track outages and types of interruptions to service and to build a knowledge base for future problem resolution. Analyzes data to determine trends in use or performance that could lead to future problems. Researches, evaluates, and provides feedback on problematic trends and patterns in customer support requirements. Makes recommendations to modify manner of use, installation of upgrades, or modification of programs to provide a continuous flow of information. Coordinates efforts between network customers, system support personnel, and commercial vendors to identify and resolve network, software, and other system anomalies. Monitors available tools for reportable incidents and status reporting, obtains clarification from originating agency, manages a historical database for trend analysis on outages and limiting factors, and provides management with accurate up-to-date information. Assigns, tracks, and prioritizes job control numbers. Obtains and maintains client system technician (CST) privileges and status. (20%)

4. Provides customer support, assistance, training, and orientation to Wing, GSU, and tenants. Provides technical assistance to current and potential users and proactively interacts with users to ensure proper operation and security of computer systems, hardware, and software. Demonstrates processes and provides orientation for new users. Directs and provides dynamic information technology assistance with software installations, hardware configurations, and interoperable IT systems, networks, command, control, computers communications and information (C4I). Provides instructions to customers on accessing data, processing, space utilization efficiencies, and program and data recovery techniques. Consults with customers regarding potential system or program upgrades. Ensures periodic systems checks are conducted on all systems to ensure full operational status. Assists in the management of IT projects for customers defining necessary

resources and project timelines to ensure requirements are satisfied. Adheres to management control plan requirements by conducting self inspection and staff assistance visits. Resolves identified discrepancies. Provides input to and coordination on relevant support agreements that require section support to ensure they correctly identify products and services required. (10%)

5. Adheres to management control plan requirements by conducting self inspection and staff assistance visits. Resolves identified discrepancies. (10%)

6. Maintains required information assurance certification IAW DoD 8570.01-M, Federal Information Security Management Act of 2002, Clinger Cohen Act of 1996. (10%)

7. Performs other duties as assigned.