



**VIRGIN ISLANDS NATIONAL GUARD
JOINT FORCE HEADQUARTERS
4031 LA GRANDE PRINCESSE, LOT 1B
CHRISTIANSTED, VI 00820-4353**

INDEFINITE

**Announcement #18-11
Information Technology Specialist (Customer SPT TECH)**

Opening Date: 5 July 2011

Closing Date: 19 July 2011

Position:

Information Technology Specialist
(Customer SPT TECH)

Series/Grade:

GS-2210-09

Salary Range:

Base Pay
GS-09 \$57,956 to \$75,336
Plus Locality (9.44% of Base Pay)
Plus COLA (17.23% of Base Pay)

Military Requirements:

OFF: O1 – O3
BR: 25, FA 53

WO: WO1 – CW4
MOS: 250N/251A

ENL: E4 – E9
MOS: 25B/D/Y

Position Description:

#D0269000

Location:

Information System Support Branch
Estate Bethlehem

Type of Appointment:

Excepted

Selecting Official:

LTC Gladys Turnbull, Supv IT Specialist

AREA OF CONSIDERATION

All technicians in the Virgin Islands National Guard. All members of the Virgin Islands National Guard. **Note: Virgin Islands Air National Guard personnel must be eligible to acquire membership in the Army National Guard in an available and compatible military grade for the excepted technician position. This is an indefinite position and can be terminated at anytime.**

BRIEF DESCRIPTION OF DUTIES

This position is located in the Information System Support Branch at the United States Property and Fiscal Office (USPFO) Building. 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. Serves as a technical specialist on all automated systems utilized throughout the state. Receives requests for resolution of hardware or software problems that may require in-depth research. 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. Provides technical assistance to current and potential users so that LAN/WAN and other C4 systems operations have few major disruptions. 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. Installs and configures workstation or network operating systems, and applications software on a wide range of configurable information systems devices. Performs operational test 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. Provides familiarization training for users of new equipment and software as required. Performs other duties as assigned.

THE VIRGIN ISLANDS NATIONAL GUARD IS AN EQUAL OPPORTUNITY EMPLOYER

All qualified applicants will receive consideration for appointment without regard to political, religious, or labor organization affiliation or non-affiliation, marital status, race, color, sex, national origin, age, or any other non-job related factor.

QUALIFICATIONS

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 at least 24 months experience, education, or training in analysis of the interrelationship of pertinent components of the system. Experience planning the sequence of actions necessary to accomplish the assignment. Experience scheduling the sequence of programs to be processed by computers where alternatives had to be weighed with a view to production efficiency which demonstrates the knowledge, skills and abilities (KSAs) required for the position.

APPLICANTS WHO MEET THE ELIGIBILITY REQUIREMENTS WILL BE FURTHER EVALUATED BASED ON THE FOLLOWING KSAs WHICH ARE CONSIDERED ESSENTIAL

TO PERFORM THE DUTIES AND RESPONSIBILITIES OF THIS POSITION. Applicants must address each KSA on a separate sheet of paper stating when, where and how; either through experience, education or training. Failure to submit this information may affect your ranking for referral for this position.

Knowledge of customer service and support principles and methods sufficient to deliver a wide range of customer support services to all serviced organizations.

Knowledge of overall system software, hardware and networking to recognize interrelationships within area or responsibility sufficient to report, respond to, and resolve the less complex customer requests.

Basic knowledge of network configuration techniques, computer equipment and assigned system software to determine source of failures.

Knowledge of and skill in using system software, IT security principles and functional application software used throughout the state.

Knowledge of how the hardware, software and network infrastructure related to the serviced systems along with an understanding of how they integrate together sufficient to analyze problems reported to distinguish between hardware, software, network and user-related problems.

Knowledge of computer systems and information transmission systems standards and equipment sufficient to install, configure upgrade and troubleshoot hardware and software components.

Knowledge of computer systems installed in customer organizations along with the customer's automation needs to participate in the planning and delivery of a full range of information technology customer support services.

Knowledge of LAN/WAN standards and equipment sufficient to install, configure, and troubleshoot LAN and WAN components such as routers, hubs, switches, and servers.

Knowledge of configuration management concepts and life cycle management concepts sufficient to identify the need to upgrade or enhance network component capabilities in response to maintain records of activities.

Knowledge of network use and maintenance sufficient to give needed guidance or training to customers to prevent problem recurrences and to assist more experienced specialist in resolving very complex problems.

Ability to apply troubleshooting and data analysis methods to resolve operating problems.

BRIEF DESCRIPTION OF WORK EXPERIENCE

Describe in detail your work experience (paid or unpaid), training, education, and/or other information that relates to the specialized experience stated on the vacancy announcement. Use complete dates to indicate each amount of experience you have. Include pertinent military experiences and describe duties in detail. You may use continuation pages to include all related experience. Ensure that both military and civilian experiences are fully described, to include time frame, for which

you are applying. If you describe more than one type of work, write the approximate time period in each. Please enter the month and year for each period. Omission of these requirements can result in disqualification of your application. List your military grade, unit of assignment, and MOS. List your National Guard (weekend duties) separately from your other work experiences. List your position, military supervisor, phone numbers, dates you have held each position and detailed duty description. If you have completed any college courses, include copies of your college transcript with the application.

TO APPLY: Deliver or mail Optional Form 612 or resume to Joint Force Headquarters, ATTN: SSG Zera J. Louis, 4031 La Grande Princess Lot 1B, Christiansted, VI 00820-4353. Applicants must include all necessary information required on the vacancy announcement. Applications hand delivered or post marked to the HRO after closing date will not be considered. Business hours are 0800-1700, Monday thru Friday. All applications will be retained for our records.

CONDITION OF EMPLOYMENT AND MILITARY REQUIREMENTS:

1. Wearing of military uniform is a requirement. Acceptance of this position constitutes concurrence with this requirement and is a condition of continuation of employment.
2. Selectee must be able to acquire security clearance as required.
3. Failure to complete NGB prescribed course at the National Guard Professional Education Center (PEC) within the first year of employment may be cause for reassignment to another full-time position or termination unless there are extenuating circumstances that preclude the full-time member from course attendance.
4. Selectee must enroll in electronic fund transfer (EFT) upon appointment.
5. **If applicant's record is flagged, individual will be barred from favorable personnel actions. Verification of non-flagging action must be included with package.**
6. This position requires a compatible military assignment as follows: OFF: O1 – O3, BR: 25, FA 53; WO: WO1 – CW4, MOS: 250N/251A; and ENL: E4 – E9, MOS: 25B/D/Y.
7. **Permanent Change of Station (PCS) is not authorized for this position.**
8. Acceptance of a Federal Excepted technician position of over 179 days in length will cause termination from the Selected Reserve Incentive Program (SRIP).

FOR THE ADJUTANT GENERAL:


KAI A. SCHJANG
LTC, GS
Human Resources Officer