

Job Announcement Number

NE-12683966-AR-25-054

Overview

Job Title IT SPECIALIST (CUSTSPT)	Department Department of the Army
Agency Army National Guard Units	Hiring Organization N/A
Open & Closing Dates 02/03/2025 to 09/26/2025	Application Count N/A
Salary \$56,763.00 to \$96,887.00 Per Year; Announcement is Open until Filled; First review will be 19 FEB 2025, with a review every 7 days thereafter if needed.	Pay Scale & Grade GS-7-11
Locations Lincoln, Nebraska	Remote Job No
Telework Eligible Yes - as determined by the agency policy.	Travel Required Occasional travel - You may be expected to travel for this position.
Relocation Expenses Reimbursed No	Appointment Type Permanent
Work Schedule Full-time	Service Excepted
Promotion Potential 11	Job Family (Series) 2210 - Information Technology Management
Supervisory Status No	Security Clearance Secret
Drug Test No	Position Sensitivity And Risk Non-sensitive (NS)/Low Risk
Trust Determination Process Credentialing	Financial Disclosure No
Bargaining Unit Status No	

Summary

Summary

This National Guard position is for a IT SPECIALIST (CUSTSPT), PD# D252P01/D2526P01 and is part of G-6, Nebraska Army National Guard

Learn More About This Agency

Marketing Message

The National Guard is the oldest component of the Armed Forces of the United States. Since the earliest American colonial days, citizens have joined together for collective defense. We have a proud tradition of coming to the aid of our friends and neighbors in times of serious emergencies. Join our National Guard team and serve your nation, your states and your community!

Marketing Link

<http://ne.ng.mil/Pages/Home.aspx>

This Job Is Open To

Hiring Paths

Internal to an agency - appears on USAJOBS, National Guard & Reserves

Hiring Paths Clarification Text

Nebraska National Guard Area 1, 2 and 3 applicants

Videos

Marketing Video Link 1

N/A

Marketing Video Link 2

N/A

Duties

Duties

As a IT SPECIALIST (CUSTSPT), GS-2210-7/9/11, duties include:

1. Addresses problems; installs, configures, troubleshoots, and provides maintenance and training in response to customer requirements or inquiries (e.g., tiered-level customer support). Typically provides initial incident information to the Incident Response (IR) Specialty. Provides Tier II support for end-user hardware failures. Responds to a variety of failures to devise recovery plans for system failures. Re-images customer workstations as needed and resolves complex problems. This includes developing and/or using programs and techniques to isolate causes of problems and user errors. Detects damaged or lost files, optimizes disk management, measures system performance, controls system security, and/or extends system capabilities to support local requirements. In case of system failure, makes quick fixes to restore operations, then analyzes problems, develops recommendations, and works with other staff to implement changes. Trouble-shoots and repairs IT systems and related components, (software & hardware) implementing Army standards and accepted practices. Notifies team leader of any significant trends in hardware / software implementation issues and any potential problems that may have a detrimental effect on mission requirements. Coordinates support actions with user, other IT personnel, and higher levels as required. Evaluates IT hardware and software used by activities. Installs, tests, and prepares performance reports and recommendations on such equipment as microcomputers, printers, scanners, etc. Works with users to test and evaluate a variety of software packages. Resolves problems to the extent possible before referring more difficult problems to appropriate levels. Applies appropriate security measures consistent with approved security standards.

2. Provides support and guidance on installing, and operating personal computers, peripheral equipment, and associated software. Supports users on equipment and software; custom installation and maintenance of hardware and software; investigating and resolving problems arising in the user operation of equipment/systems to extent possible before referring more difficult problems to the appropriate levels; documenting actions taken in Remedy ITSM or the current work ticket tracking system; and serving as a point of information for workstation operations. Receives, responds to, and ensures resolution of all types of help center calls.

3. Receives requests for resolution of hardware or software problems that may require in-depth research. Analyzes customer problems and research database for possible solutions or tasks the appropriate subject matter expert or section capable of resolving the problem. Coordinates external vendor support for warranty repairs when applicable and ensures proper escort assigned while work is performed. Maintains awareness of current trends in information technology. Performs varied research and periodical searches to identify current trends in information systems, hardware, software, and training.

4. Updates hardware and software architecture databases to reflect installations, turn-ins, and changes in reportable software. Works directly with Property Book Officers and Supply Sergeants to ensure all assigned and transitional property is accounted for. Performs cyclic inventories as required by the Command Supply Discipline Program.

--Performs other duties as assigned.

Requirements

Conditions Of Employment

Military membership in the Nebraska National Guard Membership is required.

Males born after 31 December 1959 must be registered for Selective Service.

Obtain/maintain the level of security clearance/background check required.

May be required to successfully complete a probationary period.

Direct Deposit is mandatory.

Individuals with military incentive bonuses may be subject to recoupment.

Qualifications

NATIONAL GUARD MEMBERSHIP IS REQUIRED: This is a Title 32 excepted service position that requires membership in a compatible military assignment in the National Guard. Selectee will be required to wear the military uniform. Acceptance of an excepted service position constitutes concurrence with these requirements as a condition of employment. Applicants who are not currently a member of the National Guard must be eligible for immediate membership and employment in the National Guard in the military grade listed in this announcement.

FOR QUESTIONS REGARDING ELIGIBILITY TO JOIN THE NEBRASKA ARMY NATIONAL GUARD PLEASE CONTACT THE LOCAL RECRUITING OFFICE AT 402-309-1172.

OPEN AREAS OF CONSIDERATION: AREA 1, 2 and 3

DEFINITION OF AREA(S) OF CONSIDERATION:

AREA 1: Current permanent and indefinite technicians of the Nebraska Army or Air National Guard; and current Title 5 employees of the Nebraska Military Department who are military members of the Nebraska National Guard.

AREA 2: All Drill Status/M-Day members and temporary technicians of the Nebraska Air or Army National Guard.

AREA 3: Current military service members who are willing and eligible to become members of the Nebraska Air or Army National Guard.

AREA 4: All qualified candidates eligible and willing to become a member of the Nebraska National Air or Army National Guard prior to the effective date of hire.

MILITARY REQUIREMENTS:

Compatible military grade and assignment required prior to the effective date of placement. This is an excepted service position that requires membership in a compatible military assignment in the Nebraska Air National Guard. Applicants who are not currently a member of the National Guard must be eligible for immediate membership. If you are not sure you are eligible for military membership, please contact a National Guard recruiter prior to applying for this position.

Military Grades: Maximum:E8; Minimum: E1; Military Grade inversion within the full time work forces is not permitted. The military grade of the full time supervisor must equal or exceed the military grade of the personnel supervised.

Selectee Must obtain and maintain DODi 8570 II Certification within 6 months of appointment, waivable to 12 months. Initial training will be provided at the expense of the government. Exam fees may be reimbursed after successful exam completion. Failure to comply with this requirement may cause removal from the position.

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:

GS-07 - Must have at least 1 year experience at the previous lower grade or equivalent experience and education or training in translating detailed logical steps developed by others into language codes that computers accept where this required understanding of procedures and limitations appropriate to use of a programming language. Experience interviewing subject-matter personnel to get facts regarding work processes, and synthesizing the resulting data into charts showing information flow.

GS-09 - Must have at least 1 year experience at the previous lower grade or equivalent experience and 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.

GS-11 - Must have at least 1 year experience at the previous lower grade or equivalent experience and education or training that approaches techniques and requirements appropriate to an assigned computer applications area or computer specialty area in an organization. Experience planning the sequence of actions necessary to accomplish the assignment where this entailed coordination with others outside the organizational unit and development of project controls. Experience that required adaptations of guidelines or precedents to meet the needs of the assignment. Experience preparing documentation on cost/benefit studies where is involved summarizing the material and organizing it in a logical fashion.

Education

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. At the GS-11 level, a Ph.D. or equivalent, or 3 years of progressively higher level graduate education leading to such a degree.

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 Information

If you are a male applicant who was born after 12/31/1959 and are required to register under the Military Selective Service Act, the Defense Authorization Act of 1986 requires that you be registered or you are not eligible for appointment in this agency (<https://www.sss.gov/RegVer/wfRegistration.aspx>).

CONDITIONS OF EMPLOYMENT & NOTES:

1. Must obtain and maintain a minimum of SECRET clearance. However, TOP SECRET (TS) security clearance with eligibility for access to Sensitive Compartmented Information (SCI) may be required based on the highest classification level utilized in the state.

2. This position is covered by the Domestic Violence Misdemeanor Amendment (30 Sep 96) of the Gun Control Act (Lautenberg Amendment) of 1968. An individual convicted of a qualifying crime of domestic violence may not perform the duties of this position.
3. May be required to travel to and from offsite worksite(s) from the normal work area to perform assigned duties. Due to distances involved, travel may involve one or more overnight stays.
4. Incumbent must complete appropriate training and obtain required certifications IAW DoDI 8140, DOD 8570.01M or applicable governing document(s) for Cyber workforce as an IA Technician Level II within 6 months of employment pending training seat availability.
5. Ability to establish effective professional working relationships with coworkers and customers, contributing to a cooperative working environment and successful accomplishment of the mission.
- *6. Irregular and/or overtime (compensatory) hours may be required to support operational requirements or contingencies or may be required to work hours outside of the normal duty day.
7. This is a National Guard dual status technician position which requires military membership.
8. The employee may be required to travel in military and/or commercial vehicles to perform temporary duty assignments.
9. Position is designated as OM-STS-001 within the Defense Cybersecurity Workforce as guided by NIST SP 800-181, National Initiative for Cybersecurity Education, Cybersecurity Workforce Framework. Which establishes the Tasks, Skills, Knowledge and Abilities expected of this position.

Benefits

Benefits Link

<https://www.abc.army.mil/>

How You Will Be Evaluated

How You Will Be Evaluated

Once the announcement has closed, your resume and supporting documentation will be used to determine if you meet the qualifications listed on this announcement. Your answers to the assessment questionnaire will be verified against information provided in your resume and other supporting documentation. Be sure that your resume clearly supports your responses to all the questions addressing experience and education relevant to this position.

In describing your experience, please be clear and specific, we will not make assumptions regarding your experience. If, after reviewing your resume and supporting documentation, a determination is made that you have inflated your qualifications or experiences, your rating will be adjusted or you may be excluded from consideration for this position.

Your qualifications will be evaluated against general and specialized experience under the "Qualifications" section and against the following competencies (knowledge, skills, abilities and other characteristics):

Software Development, Technical Competence, and Technology Application

To preview the assessment questionnaire, please use the following link: <https://apply.usastaffing.gov/ViewQuestionnaire/12683966>

Required Documents

Required Documents

To apply for this position, you must submit a complete Application Package which includes:

1. Your **resume** showing work schedule, hours worked per week, dates (format should include Month and Year) of employment and duties performed.
Use this link for [Resume Tips](#).
2. **Other supporting documents (optional)**
 - Cover Letter
 - DD-214
 - Other
 - Other Veterans Document
 - SF-50
 - Transcript

How To Apply

How To Apply

To apply for this position, you must complete the online application and submit the documentation specified in the Required Documents section below.

A complete application package must be submitted by 11:59 PM (Eastern) on the closing date of the announcement to receive consideration.

To begin, click **Apply** to access the online application. You will need to be logged into your USAJOBS account to apply. If you do not have a USAJOBS account, you will need to create one before beginning the application.

Follow the prompts to **select your resume and/or other supporting documents** to be included with your application package. You will have the opportunity to upload additional documents to include in your application before it is submitted. Your uploaded documents may take several hours to clear the virus scan process.

After acknowledging you have reviewed your application package, complete the Include Personal Information section as you deem appropriate and **click to continue with the application process**.

You will be taken to the online application which you must complete in order to apply for the position. Complete the online application, verify the required documentation is included with your application package, and submit the application.

To verify the status of your application, log into your USAJOBS account (<https://my.usajobs.gov/Account/Login>), all of your applications will appear on the Welcome screen. The Application Status will appear along with the date your application was last updated. For information on what each Application Status means, visit: <https://www.usajobs.gov/Help/how-to/application/status/>.

Agency Contact Information

Questions About This job

Jon Sronce
Phone: 402-309-8173
Email: jon.c.sronce.civ@army.mil

Agency Information

NE G6
2433 NW 24th Street
Lincoln, NE 68524

Next Steps

Once your online application is submitted you will receive a confirmation notification by email. Your application will be evaluated by the Human Resources Office to determine your eligibility for the position. After the evaluation is complete, you will receive another notification regarding the status of your application.

Qualified candidates will be referred to the selecting official in the following order:

1. Fully qualified Area 1 applicants
2. Fully qualified Area 2 applicants
3. Fully qualified Area 3 applicants
4. Trainees

INDIVIDUAL SELECTED AS A **GS-07** TRAINEE MAY BE PROMOTED TO **GS-09** UPON COMPLETION OF THE FOLLOWING: (1) 12 MONTHS OF EXPERIENCE APPOINTED IN THE POSITION; (2) COMPLETION OF AN INDIVIDUAL DEVELOPMENT PLAN (IDP); AND (3) COMPLETION OF A CLASSIFICATION REVIEW.

INDIVIDUAL SELECTED AS A **GS-09** TRAINEE MAY BE PROMOTED TO **GS-11** UPON COMPLETION OF THE FOLLOWING: (1) 12 MONTHS OF EXPERIENCE APPOINTED IN THE POSITION; (2) COMPLETION OF AN INDIVIDUAL DEVELOPMENT PLAN (IDP); AND (3) COMPLETION OF A CLASSIFICATION REVIEW.

INDIVIDUAL MAY BE PROMOTED WITHOUT FURTHER COMPETITION WHEN QUALIFIED AND RECOMMENDED BY THE SELECTING OFFICIAL; HOWEVER PROMOTION IS NOT GUARANTEED. APPLICANTS MUST INDICATE ON THEIR APPLICATION THE LOWEST GRADE FOR WHICH THEY WISH TO BE CONSIDERED.

THIS IS AN UNFUNDED INDEFINITE POSITION WITH YEAR TO YEAR FUNDING. SELECTEE MAY BE DISPLACED IF FUNDING IS NOT RENEWED. INDEFINITE EMPLOYMENT IS TEMPORARY IN NATURE AND WILL LAST MORE THAN ONE YEAR BUT NO MORE THAN SIX YEARS. BENEFITS ARE THE SAME AS A PERMANENT APPOINTMENT.

Release URL

Release URL

