

Job Announcement Number

NE-12519667-AR-24-133

Overview

Job Title	IT SPECIALIST (CUSTSPT)	Department	Department of the Army
Agency	Army National Guard Units	Hiring Organization	N/A
Open & Closing Dates	09/03/2024 to 09/27/2024	Application Count	N/A
Salary	\$77,956.00 to \$101,341.00 Per Year	Pay Scale & Grade	GS-9-11
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	None	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, National security	Financial Disclosure	No
Bargaining Unit Status	No		

Summary

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This National Guard position is for a IT SPECIALIST (CUSTSPT), Position Description Number D2525P01/D2526P01 and is part of G6 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-2210-9/11, 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.

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.

Compatibility will be followed in accordance with 32 USC 709(b) and 10 USC 10216

Compatibility requirements must be met prior to appointment to the position. Selectee has 24 months to become qualified in a compatible military assignment.

Security Clearance/Background Check requirements:

In order to comply with US DOD requirements and ensure the safety and security of the missions, programs, property and personnel of the Nebraska Military Department, employees must obtain the appropriate background investigation and maintain the level of security clearance assigned to their respective work.

Failure to obtain, within one year of appointment, and maintain the designated type of security clearance/background check required for the respective work may result in a job offer being rescinded, separations of employment, or other actions as may be deemed in the best interest of the agency.

Prior to appointment individuals must meet the security clearance requirements for the position or submit the required documents of the Nebraska National Guard, Personnel Security Manager for processing the appropriate investigation. Required forms: SF86, PSIP Initiation Form, Fingerprints, OF306 and Application/Resume.

Nebraska National Guard Personnel Security Manager - kalee.m.boden.mil@army.mil; 402-309-8319

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-09 - 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-11 - Must have at least 1 year experience at the previous lower grade or equivalent experience and education, 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.

Quality of Experience - Length of time is not of itself qualifying. Candidates' experience should be evaluated on the basis of duties performed rather than strictly on the rank of the individual; however, established compatibility criteria/assignments must be followed. The applicant's record of experience, training, and education must show possession of the knowledge, skills, and abilities needed to fully perform the duties of the position to be filled.

NOTE: SELECTEE WILL OBTAIN AND MAINTAIN INFORMATION ASSURANCE TECHNICAL (IAT) LEVEL I CERTIFICATION WITHIN 6 MONTHS OF HIRING AND CONTINUE COMPUTING ENVIRONMENT (CE) TRAINING AS PER DODI 8570.01-M. INITIAL TRAINING WILL BE PROVIDED AT THE EXPENSE OF THE GOVERNMENT. EXAM FEES MAY BE REIMBURSED AFTER SUCCESSFUL EXAM COMPLETION. APPLICANT MUST BE CERTIFIED AT THE LEVEL OF IAT I WITHIN 6 MONTHS, WAIVERABLE TO 1 YEAR.

VISIT <http://iase.disa.mil/iawip/Pages/iabaseline.aspx> TO REFERENCE IA LEVEL INFORMATION.

Education

N/A

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. May occasionally be required to work other than normal duty hours; overtime may be required.
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 Link

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

How You Will Be Evaluated

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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):

Data and Content Management and Information Technology Customer Support

To preview the assessment questionnaire, please use the following link: <https://apply.usastaffing.gov/ViewQuestionnaire/12519667>

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

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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

AS A **GS-09** 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.

Release URL

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