

**Job Announcement Number**

NE-12103547-AR-23-125

## Overview

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<b>Job Title</b>	IT SPECIALIST (CUSTSPT)	<b>Department</b>	Department of the Army
<b>Agency</b>	Army National Guard Units	<b>Hiring Organization</b>	THIS POSITION MAY CONVERT TO PERMANENT WITHOUT FURTHER C
<b>Open &amp; Closing Dates</b>	09/05/2023 to 10/02/2023	<b>Application Count</b>	N/A
<b>Salary</b>	\$62,105.00 to \$80,736.00 Per Year	<b>Pay Scale &amp; Grade</b>	GS-7-9
<b>Locations</b>	Lincoln, Nebraska	<b>Remote Job</b>	No
<b>Telework Eligible</b>	Yes - as determined by the agency policy.	<b>Travel Required</b>	Occasional travel - You may be expected to travel for this position.
<b>Relocation Expenses Reimbursed</b>	No	<b>Appointment Type</b>	Temporary
<b>Work Schedule</b>	Full-time	<b>Service</b>	Excepted
<b>Promotion Potential</b>	None	<b>Job Family (Series)</b>	2210 - Information Technology Management
<b>Supervisory Status</b>	No	<b>Security Clearance</b>	Secret
<b>Drug Test</b>	No	<b>Position Sensitivity And Risk</b>	Non-sensitive (NS)/Low Risk
<b>Trust Determination Process</b>	National security		

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## Summary

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**Summary**

This National Guard position is for a IT SPECIALIST (CUSTSPT), Position Description Number D2526P01 and is part of G6 Nebraska Army National Guard.

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## Learn More About This Agency

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**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>

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## This Job Is Open To

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**Hiring Paths**

Federal employees - Excepted service, Internal to an agency - appears on USAJOBS, National Guard & Reserves

**Hiring Paths Clarification Text**

Nebraska National Guard Area 1, 2, 3 and 4 applicants

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## Videos

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**Marketing Video Link 1**

N/A

## Marketing Video Link 2

N/A

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# Duties

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## Duties

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

- Manages all equipment and materials designated as IM "loaner" equipment. This equipment is designated to be loaned for temporary mission accomplishment and will include items such as computers, printers, cellular telephones, single lens projectors, overhead projectors, VCRs, TVs, sound systems, etc. The work in this mission area involves property and supply accountability, scheduling, operational serviceability and equipment preparation checks, and performing routine equipment maintenance. Gives thorough operational instructions to each user of the loaner equipment. Places orders as necessary to repair or replace unserviceable equipment and to maintain a stock of required operational supplies.
- Manages the IM self-service work center. This center includes operational computer work stations that are made available to users to use computer or video training materials (computer based training tapes), work on special projects with standard office automation software (word processing, graphical presentations, etc.), create computer graphics, scan materials, perform color printing, and create or reproduce non-copy righted video tapes. Maintains the skills for the use of all work center equipment to include, but not limited to computers, laptops, single lens projectors and digital cameras. Maintain equipment accountability; performs supply actions; maintains equipment; and instructs users with loaner equipment. Assists users with technical problems.
- Participates in the analysis of requests for new and modified applications. Determines equipment demands and number and kind of requests received; data communications requests, telecommunications requests, visual information requests, and information services requests.
- Serves as a technical support specialist on DOD, NGB, and state required automated systems and software programs. Required to diagnose and resolve problems in response to customer reported incidents. Researches and evaluates problems and provides feedback on problematic trends and patterns in customer related issues. Updates problem tracking and resolution databases. Provides customer training; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of customer support services.
- Updates the customer service database for all service requests. Receives, analyzes, and assigns control numbers to all incoming customer requests. Determines if equipment is covered by warranty or maintenance contract and processes accordingly. Uses a process for quickly assessing and determining the actual problems and either solves or assigns unresolved requests to appropriate specific functional area. Follows up with the functional areas to ensure problems are resolved and requests are completed. Ensures continual contact and update of status with the user.
- Performs other duties as assigned.

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# Requirements

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## 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 AIR NATIONAL GUARD PLEASE CONTACT THE LOCAL RECRUITING OFFICE AT 402-309-1172.**

**OPEN AREAS OF CONSIDERATION:** AREA 1, 2, 3 and 4

## **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 - benjamin.p.stewart4.civ@mail.mil; 402-309-7442

**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 12 months experience, 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 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.

**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.**

**THIS POSTION MAY CONVERT TO PERMANENT WITHOUT FURTHER COMPETITION.**

## **Education**

### **Education:**

**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.

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**\*\*\*TRANSCRIPTS MUST BE ATTACHED\*\*\***

### **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>).

If you are unable to apply online or need to fax a document you do not have in electronic form, view the following link for information regarding an [Alternate Application](#).

### **Benefits Link**

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

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## **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):

Information Technology Customer Support

To preview the assessment questionnaire, please use the following link: <https://apply.usastaffing.gov/ViewQuestionnaire/12103547>

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## **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

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## **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](mailto: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. Fully qualified Area 4 applicants

AS A **GS-07** 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 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 POSTION MAY CONVERT TO PERMANENT WITHOUT FURTHER COMPETITION.**

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## Release URL

### Release URL

<https://www.usajobs.gov/GetJob/ViewDetails/747295100>