EMPLOYMENT OPPORTUNITY ANNOUNCEMENT

DEPARTMENTS OF THE ARMY AND AIR FORCE
OFFICE OF THE ADJUTANT GENERAL
'ORTH CAROLINA NATIONAL GUARD
JMAN RESOURCES OFFICE
4105 REEDY CREEK ROAD
RALEIGH, NORTH CAROLINA 27607-6410

ANNOUNCEMENT #: ARNGT 05-293

OPENING DATE: 7 October 2005
CLOSING DATE: 24 October 2005

ANTICIPATED FILL DATE: 27 Nov 05

POSITION TITLE AND NUMBER
Information Technology Specialist (CUSTSPT) (Exc Indef)
PDCN 90037C/W/E00, MD #: 1224-578L

UNIT/ACTIVITY AND DUTY LOCATION
JFHQ-NC-J6
NCARNG, Raleigh, North Carolina

GRADE AND SALARY (Includes Special Salary Rate)
GS-2210-11 $53,382.00 - $69,397.00 per annum

EMPLOYMENT STATUS
Excepted Service

WHO CAN APPLY: The area of consideration for this announcement is the STATEWIDE. Applications will only be accepted from current Excepted employees of the North Carolina National Guard, current military members of the North Carolina National Guard and individuals who are eligible and willing to enlist in the North Carolina Army National Guard.

HOW TO APPLY: Interested applicants may apply by submitting an Application for Federal Employment (Standard Form 171), Optional Application for Federal Employment (Optional Form 612), resume or any other form of application. It is REQUIRED that the Knowledge, Skills and Abilities (KSA) listed below be addressed and attached to the application. The application and KSA Statement should be mailed to the North Carolina National Guard, ATTN: JFHQ-NC-HRO, 4105 Reedy Creek Road, Raleigh, NC 27607-6410. It must be received not later than the closing date or if mailed postmarked by the closing date. NOTE: Information that must be provided when applying for a technician position is as follows: announcement number; name; address; telephone number; social security number, date of birth; citizenship; education; work experience; and other job-related qualifications. For more information, call 1-800-621-4136 ext. 6172/6431.

QUALIFICATION REQUIREMENT: Must have 36 months specialized experience which demonstrates that the applicant has acquired the below listed KSA's.

KNOWLEDGE, SKILLS ABILITIES (KSA'S)

Below are listed the KSA's for this position. Applicants must address each KSA individually in paragraph format by explaining any civilian and military work experience (with dates) that provided that KSA. It is required that this statement be attached to the application. Failure to do so will result in the applicant not being considered for this position. For more information or assistance, call 1-800-621-4136 ext. 6172/6431.

1. Knowledge of customer service and support principles and methods sufficient to manage the customer support help desk operations involving the delivery of a full range of customer support services to all serviced organizations.
2. Knowledge of network configuration techniques, computer equipment and assigned system software to determine source of failures.
3. Knowledge of current state-of-the-art system software to include operating systems as well as functional application software.
4. Knowledge of how the hardware, software and network infrastructure related to the serviced systems along with an understanding of how they integrate together.
5. Skill in providing staff advice, planning, user assistance/training and evaluation services and functions within each specialty area.
6. Knowledge of a wide variety of applications, operating systems, protocols, and equipment used in customer organizations.
7. Knowledge of a wide range of communications concepts, principles, and practices as well as telecommunications operating techniques, digital and analog communications requirements.
8. Knowledge of sophisticated diagnostic software and test equipment and devices necessary to identify, isolate and correct system faults and conflicts.

MILITARY ASSIGNMENT: Assignment to a compatible Officer, Warrant Officer or Enlisted position in the NCARNG is mandatory. (Off: 25 and 53; WO: 25, 918B, 920A, 920B; Enl: CMF 25, 31, 74 and 92)

'NDITIONS OF EMPLOYMENT: 1. Occupants of this position must maintain continuous military membership in the North Carolina my National Guard (NCARNG). NCARNG status (military grade, MTOE or TDA assignment, MOS/SSI, military unit) and experience must be entered on the application. The recommended applicant will not be approved for appointment until they occupy a compatible MOS in the NCARNG shown under Military Assignment on the reverse side of this announcement. 2. The applicant selected for this position will be required to participate in the Direct Deposit/Electronic Fund Transfer Program.

EVALUATION FACTORS USED: Personal interviews, review of application and the KSA Statement.

PRINCIPLE DUTIES AND RESPONSIBILITIES: Serves as a technical expert on all supported automated systems utilized throughout the state. Provides solutions to customer requests for assistance in resolving hardware and software problems. Systems used include personal computers, mini computers and mainframes. Develops and maintains 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 intensive collection and analysis of data from the customer service database to create trend reports, performance reports, and future requirements for all areas of Information Management. Provides database maintenance on the customer support database. 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. Researches trends and patterns to implement new or improved communications methods and procedures. Incumbent uses judgment in relating trends in workload, equipment performance, other activity's experience with comparable proposals to determine the worth of a proposed change in the state's networking, automation, telecommunications, visual information or information services normal working environment. Conducts site surveys for information systems designed to verify adequacy of network operations and ensure customer needs are met. Consults with users and managers to determine specific locations and requirements for the particular system installation. Identifies requirements for and coordinates necessary improvements with Facilities Management Office, Communications Manager and others. Develops bill of materials to support equipment installation. 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. Uses detailed reference material and sophisticated diagnostic equipment and complex diagnostic software to identify and resolve internal system and network conflicts. Removes and replaces defective hardware components; installs network/peripheral device interface cards. Performs limited upgrade of hardware to include memory, fixed storage, and installation of network interface cards (NIC) or enhancement cards. Installs and configures workstation or network operating systems, and applications software on a wide range of configurable information systems devices. Configures a wide variety of devices requiring diverse interfaces and device drivers in multiple operating system environments using a wide variety of hardware platforms. Enforces command standards for hardware and software configurations. Configures workstation security parameters. Troubleshoots and corrects complex software problems to include resolving conflicts between applications, hardware and/or device conflicts, and operating system faults. Detects and removes computer viruses. Restores and repairs critical data files. Updates hardware and software architecture databases to reflect installations, turn-ins, and changes in reportable software. Performs operational tests 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. Performs other duties as assigned.

ADDITIONAL INSTRUCTIONS: 1. Applicants are requested to identify, on a separate sheet of paper, their race and national origin from one of the following categories; Male or Female; American Indian or Alaskan native; Asian or pacific islander; Black, not of Hispanic origin; Hispanic; White, not of Hispanic origin. Submission of this information is voluntary and will be used in support of the NCNG Equal Employment and Affirmative Action Programs. 2. Participants in the Selected Reserve Incentive Program will be administered as prescribed by NGB Pamphlet 600-15. 3. A permanent change of station (PCS) will not be authorized for the individual selected for this position unless agreed upon in advance by HRO and a PCS order is prepared prior to effective date. 4. Males born on or after 1 January 1960 must be registered with the selective service in order to be considered for federal employment. 5. This position to be filled indefinite. Individual selected may be terminated from employment upon receipt of a 30 day notice if shortage of funds or workload so dictates. 6. Selected individual may be non-competitively converted to a permanent status if this position becomes permanently funded.

INFORMATION SUBMITTED WILL BE USED ONLY IN ACCORDANCE WITH THE PRIVACY ACT OF 1974

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