



Oregon Joint Force Headquarters

HUMAN RESOURCES OFFICE/HRh

P.O. BOX 14350, 1776 MILITIA WAY

SALEM, OREGON 97309-5047

Comm: (503) 584-3849 (Army) / 3854 (Air)

DSN: 355-3849 (Army) / 3854 (Air)

<http://www.orport.ang.af.mil/>

BRAC affected units strongly encouraged to apply

Announcement #JF08-119

Previously JF08-104

INFORMATION TECHNOLOGY SPECIALIST (CUSTSPT)-Indefinite

3 Positions Available

Maybe converted to a permanent position without further competition

Statewide **Army/Air** Technician Vacancy Announcement

Those applicants that applied for JF08-104 do not need to re apply.

Open Date: 3 April 2008

Closing Date: **Open Until Filled**

Series/Grade: GS-2210-07/09

Salary Range:

GS-07: \$38,624 - \$50,207 Per Yr

GS-09: \$50,471 - \$65,611 Per Yr

ENL MOS: 25B

PD#: 90038

WO MOS: 250N, 251A

OAC1: 53 **OBR1:** 25

AFSC: 3AOX1, 3COX1

OFF AFSC: 33XX

Location: JFHQ-DCSIM, Salem, Oregon

Type of Appt: Excepted **X** Enlisted **X**
Warrant **X** Officer **X**

PCS: PCS is authorized

This position is designated as an IAT Level II position and IAM Level I in accordance with DoD 8750.1-m. Individual selected for this position must have or be able to obtain a Security+ Certificate and a Secret Security Clearance within 6 months of effective date of hire.

Areas of Consideration:

First Area: Current permanent full-time support personnel of the Oregon ARNG/ANG.

Second Area: Current Members of the Oregon ARNG/ANG.

Third Area: Individuals eligible to become members of the Oregon Army/Air National Guard.

Summary of Duties:

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 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. Provides solutions to customer requests for assistance in resolving the less complex hardware and software problems, referring the more complex problems to a higher graded specialist. Systems used include personal computers, mini computers and mainframes. Customer requests for assistance may be submitted telephonically, via email or on person.

Method of Evaluating Qualifications: Knowledge, Skills and Abilities (KSA)

Candidates WILL be evaluated on the KSAs listed below and MUST be addressed in order to be considered. In addressing each KSA you should describe, accurately and completely, the tasks, activities, education and experience which demonstrates your possession of the KSA listed below. Also, **give the percentage of time or number of months you performed the KSA.** Include all military experience, qualifications or training in MOS related to the position. Mere possession of an MOS is not necessarily qualifying experience, months of actual experience is the qualifying factor.

APPLICATIONS WILL BE EVALUATED ON THE FOLLOWING EXPERIENCE, KSAs:

General Experience

Technical, analytical, supervisory, or administrative experience which has demonstrated the candidate's ability to analyze problems of organization, workforce, information requirements, etc. and provide systematic solutions; and the ability to deal satisfactorily with others.

Specialized Experience

On a separate sheet of paper, identify how you gained specialized experience required for this position. Applicants applying at the **GS-07** level must have **12 months** experience at the next lowest level and those applicants applying at the **GS-09** level must have **24 months** experience in positions that demonstrate the following Knowledge, Skills and Abilities:

1. Knowledge of customer service and support principles and methods sufficient to participate in delivery of a wide range of customer support services to all serviced organizations.
2. Knowledge of overall system software, hardware and networking to recognize interrelationships within an area of responsibilities sufficient to report, respond to, and resolve the less complex customer requests.
3. Basic knowledge of network configuration techniques, computer equipment and assigned system software to determine source of failures and to distinguish between hardware, software, network and user-related problems.

4. Knowledge of and skill in using system software, IT security principles and functional application software used throughout the state.
5. Knowledge of methods and procedures for documenting problem analysis and resolutions sufficient to maintain records of activities.
6. Ability to apply troubleshooting and data analysis methods to resolve operating problems.

Substitution of Education for Specialized Experience

A maximum of 12 months of the required experience may be substituted by successful completion of undergraduate study in an accredited college or university at the rate of 30 semester hours for 12 months of experience. The education must have been in a computer related field such as computer science, data processing, or information processing science.

Special Information

Unit of military assignment is any unit supported by **JFHQ- DCSIM** in **ENL MOS: 25B** **WO MOS: 250N, 251A** **OAC1: 53** and **OBR1: 25** **ENL AFSC: 3AOX1, 3COX1** **OFC AFSC: 33XX**. Selected individual will be required to participate in the Direct Deposit Electronics Funds Transfer program. **Acceptance of a permanent or indefinite position with the Oregon National Guard will cause termination from any Guard recruitment bonus or Guard Paid Student loan.** A law enforcement background check is required prior to appointment to this position. By submitting a resume or application for this position, you authorize this agency to accomplish the check. **This is a Dual-Status position and membership in the Oregon National Guard is required.**

IMPORTANT NOTES REGARDING COMPLETION AND SUBMISSION OF YOUR APPLICATION

- **Hand delivered applications will be accepted in room 150 of JFHQ until 1630 of the announcement closing date.**
- Applicants must type or print in legible dark ink, SIGN AND DATE each application.
- Be sure to include the announcement number and position title on your application.
- You may staple your application. Do not bind, tab, or use document protectors.
- Submit only single sided copies of all application documents submitted.
- Faxed applications require a cover page showing your name, the announcement number and the number of pages faxed at a minimum. Applicants are responsible for confirmation of receipt of all materials submitted.
- **Applications mailed in government envelopes will not be accepted. No inter office mail envelopes.**
- When mailing your application it is recommended that you obtain a delivery confirmation receipt showing the date your application was mailed. **Applications postmarked after the closing date will not be considered.**
- The option to email your application is reserved for situations such as deployment, military schooling and extended TDY's. Prior approval is required for each application submitted.

Your comprehensive resume or OF 612 (Optional Application for Federal Employment) must contain:

(In addition to specific information requested in the job vacancy announcement)

JOB INFORMATION

Announcement number, title, and grade(s) of the job for which you are applying.

PERSONAL INFORMATION

Full name, mailing address (with ZIP Codes) and day and evening phone numbers (with area code)

Country of citizenship (Most Federal jobs require United States citizenship.)

Reinstatement eligibility (If requested, attached SF 50 proof of your career or career-conditional status.)

Highest Federal civilian grade held (Also give job, series, and dates held)

AFSC(s)/MOS(s) you hold and your military rank.

EDUCATION

High school:
Name, city, and State (ZIP Code if known)

Colleges and universities:
Name, city, and State (ZIP Code if known)
Majors
Type of any degrees received (If no degree, show total credits and indicate whether semester or quarter hours.)

WORK EXPERIENCE

Give the following information for your paid and non-paid work experience related to the job for which you are applying: (Do not send position descriptions)

- Job title
- Duties and accomplishments
- Employers name and address
- Supervisors name and phone number
- Starting and ending dates (month and year)
- Hours per week
- Salary

Indicate if we may contact your current supervisor.

OTHER QUALIFICATIONS

Job related training courses (title and year)

Job related skills, for example, other languages, computer software/ hardware tools, machinery, typing speed.

Job related certificates and licenses. (current only)

Job related honors, awards, special accomplishments, for example, publications, memberships in professional or honor societies, leadership activities, public speaking, and performance awards. (Give dates but do not send documents unless requested)

APPLICATION PROCESS

Applications will be accepted in the Human Resources Office until 1630 of the announcement closing date. Original resumes or applications are required. All applications or resumes must be signed and dated in ink. Government postage paid envelopes may not be used to submit resumes or applications.

THE OREGON NATIONAL GUARD IS AN EQUAL OPPORTUNITY EMPLOYER

SAMPLE RESUME FORMAT

Please read announcement/ KSAs carefully to ensure that all required information is provided. Contact HRO should you have any questions regarding what is required on your resume. There is no correct format as to how your resume should appear. Additional pages of your resume will include your Name and the Vacancy number on each page.

John P. Smith, IV

1234 Big Street □ Medium City, Any State 45678 □ H (555) 345-6789
emailname@Internetserviceprovider.org

Job Title announcement:

Announcement number: AR04-123A

ANY State Army National Guard

2/15/87 - 12/31/06

3rd Ranger Battalion

1234 Any Street , Any town, Any State 12345

(555) 123 – 4567

MAJ John Smith – Executive Officer

Job Title, Rank, GS-15, Step 09 (if Federal Position)

Starting pay: \$100,000 40 hours per week

Job Description (what your duties were / are). Please be specific.

Key accomplishments include:

- ✧ Planned and organized the armory maintenance function... Amount of time performed: 50%
- ✧ Revised maintenance schedule... Amount of time performed: 20%
- ✧ Prepared briefings for brigade... Amount of time performed: 10%
- ✧ Managed utilization and training of personnel... Amount of time performed: 20%

Big & Small Co.

2/15/64 – 2/14/87

78910 Main Street, Suite 100, Metro city, Any State 67891

(555) 234- 5678

Ms. Jane Smith - Account Manager

Your Job title

Starting pay: \$3.00 an hour 40 hours per week

Job Description (what your duties were / are). Please be specific.

Key accomplishments include:

- ✧ Maintained customer accounts... Amount of time performed: 70%
- ✧ Cold-calling for potential clients... Amount of time performed: 20%
- ✧ Additional duties: Computer maintenance... Amount of time performed: 10%