Position Announcement: IT Specialist (CUSTSPT)

SUMMARY: The Vermont National Guard is hiring a T5 GS-9/11 IT Specialist (CUSTSPT) to serve as a technical telecommunication expert and to assist with other Mission Command Branch (MCB) Communication needs. This is not a uniformed military position and does not require membership in the Vermont National Guard.

Salary: GS-2210-9/11 $66,732 - $95,270 per year.

A Recruitment Incentive may be authorized up to 25% dependent upon individual eligibility.

MAJOR DUTIES:
1. Serves as a technical expert on all supported systems utilized throughout the state.

2. Perform data collection and analysis of information from databases to create usage, performance, and future requirements reports.

3. Conduct site visits and consulting with users and managers to determine specific communication requirements.

4. Installs and configures end user devices or network operating systems, and application software on a wide range of devices.

5. Assist in the management of the JFHQ COMSEC program.

Performs other duties as assigned.

CONDITIONS OF EMPLOYMENT & NOTES:

1. Currently hold or be able to obtain a DoD 8140 or 8570 compliance within 6 months of employment.

2. Work may require access to classified information. Must be able to obtain and maintain the appropriate security clearance.

3. May be required to successfully complete a probationary period.

4. Meet federal technician requirements to become a GS-9/11.
   a. GS9 needs 24 months of IT experience or equivalent educational experience.
   b. GS11 needs 36 months of IT experience or equivalent educational experience.

5. Must be a U.S. Citizen

QUALIFICATIONS:

Special Note: All experience areas shall additionally demonstrate each of the following competencies: 1) IT Infrastructure Design, 2) Customer Service, 3) Attention to Detail, 4) Communications Security Management.

GS-09: Your resume must demonstrate at least one year of specialized experience at or equivalent to the **GS-07** grade level or pay band in the Federal service or equivalent experience in the private or public sector. Knowledge of customer service and support principles and methods sufficient to manage the customer support help desk operations. Knowledge of basic troubleshooting techniques to identify sources of failures. Knowledge of state-of-the-art system software, along with an understand of how hardware, software, and network infrastructure relate to each other. Experience in providing advice, planning, and assistance/training in specialty areas. Knowledge of a wide range of communications concepts, principles, and practices. Knowledge of the wide variety of reference materials and manuals such as NGB standards and policies, , equipment manufacturer manuals, and instructions concerning standard systems, and local standards.

GS-11: Your resume must demonstrate at least one year of specialized experience at or equivalent to the **GS-09** grade level or pay band in the Federal service or equivalent experience in the private or public sector. Experience with customer service and a strong understanding of the support principles and methods sufficient to manage the customer support help desk operations. Experience with IT troubleshooting techniques to identify sources of failures. Experience with state-of-the-art system software and hardware, along with an understand of how hardware, software, and network infrastructure relate to each other. Experience in providing staff advice, planning, user assistance/training and evaluation services and functions within specialty areas. Knowledge of a wide range of communications concepts, principles, and practices as well as telecommunications operating techniques, digital and analog communication requirements. Knowledge of sophisticated diagnostic software and test equipment and devices necessary to identify, isolate, and correct system faults and conflicts. Experience using and referencing a wide variety of reference materials and manuals such as NGB standards and policies, , equipment manufacturer manuals, and instructions concerning standard systems, and local standards.

OR

Education:

Substitution of Education for this GS-09 Position: Must possess a master's degree or equivalent graduate degree or 2 full years of progressively higher level graduate education leading to a master's degree or equivalent graduate degree in a field which demonstrates the knowledge, skills, and abilities necessary to perform the work of the

position, such as 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. (Note: You must attach a copy of your Official Transcripts.)

Substitution of Education for this GS-11 Position: Must possess a Ph.D. or equivalent, or three years of progressively higher level graduate education leading to a PH.D. or equivalent doctoral degree in a field which demonstrates the knowledge, skills, and abilities necessary to perform the work of the position, such as 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. (Note: You must attach a copy of your Official Transcripts.)

HOW YOU WILL BE EVALUATED: You will be evaluated for this job based on how well you meet the qualifications above.

Once the announcement has closed, a review of your application package (resume, supporting documents, and responses to the questionnaire) will be used to determine whether you meet the qualification requirements listed on this announcement.

HOW TO APPLY: The point of contact for this position is MAJ John Helme, Mission Command Branch Chief. Direct all questions and applications to him by email at john.c.helme2.mil@army.mil All applications must include:
1. A cover letter describing your interest in the position and any relevant information not provided in your resume.
2. A resume documenting professional IT experience.
3. Other supporting documents:
   - IT professional certifications
   - Official Transcripts

POSITION ADVERTISEMENT CLOSES: 08 JUL 2024

The Vermont National Guard is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, sex (including gender identity, sexual orientation, and pregnancy), national origin, age (40 or older), disability, or genetic information.