

NATIONWIDE
NATIONAL GUARD OF ARIZONA
HUMAN RESOURCE OFFICE
5636 E. McDowell Road, Bldg M5710, Phoenix, AZ 85008-3495
PHONE (602) 629-4821; DSN 853-4821
WEBSITE: www.azguard.gov/hro

**EXCEPTED
TECHNICIAN VACANCY ANNOUNCEMENT**

ANNOUNCEMENT NUMBER: 15-412T OPENING DATE: 25-Sep-2015 CLOSING DATE: 16-Oct-2015

POSITION TITLE, SERIES, GRADE, AND POSITION NUMBER:

IT SPECIALIST (CUSTSPT), GS-2210-09, D0269000, E5-W1, MPCN: 1213006

APPOINTMENT FACTORS: OFFICER WARRANT OFFICER ENLISTED

SALARY RANGE:

\$49,505.00-\$64,353.00 PA

SUPERVISORY MANAGERIAL

NON-SUPERVISORY/NON-MANAGERIAL

LOCATION OF POSITION:

(G-6 ISSB), MARANA, AZ

APPLICATIONS MUST BE MAILED OR HAND CARRIED TO: Human Resources Office, 5636 E. McDowell Road, Bldg M5710, Phoenix, AZ 85008-3495. Applications must arrive by close of business (1530 MST) on the closing date shown above. Applications postmarked on the closing date will be considered late and will not be accepted. The Human Resources Office will not accept applications that are mailed at government expense or forwarded through an internal mail system. Faxed applications will not be accepted. **Electronic applications are only accepted for those employees who are mobilized. NO BINDERS OR BOUND DOCUMENTS PLEASE.**

INSTRUCTIONS FOR APPLYING: Individuals applying for Excepted Technician positions may submit Optional Form 612 (Optional Application for Federal Employment), or a Resume. Whatever form of application that is chosen it must contain the Announcement Number, Title and Grade(s) of the job being applied for. Personal information must include full name and address (including ZIP Code), Day and evening phone numbers (with area code), Social Security Number, Country of citizenship and Highest Federal civilian grade held (also include job series and dates held). Education information must include: High School Name, city and State and dates of diploma or GED, Colleges or Universities Name, city and State, Majors type and years of any degrees received, and total semester or quarter hours earned (if no degree show total credits earned and indicate whether semester or quarter hours). Work experience information should be limited to either paid or nonpaid experience directly related to the position that the individual is applying for and must include: Job Title, Duties and accomplishments, Employers name and address, Supervisors name and phone number, starting and ending dates, hours per week and salary. In addition to the above described information, all applications should include AZNG Forms 335-1-R (Military Brief), and SF 181 (Ethnicity and Race Identification). Applications will be accepted without these forms. However, applications may not receive an adequate evaluation if these forms are not submitted. **Applications must contain a completed Optional Form 306 (Declaration for Federal Employment) and AZNG Form 335-2-R (Knowledge, Skill and Ability Supplement).**

EVALUATION PROCESS: Each applicant must **FULLY SUBSTANTIATE** on their application how they meet the requirements listed in the specialized experience area; otherwise applicant will be considered unqualified for this position. Applications will be evaluated solely on information supplied in the application (OF 612) or resume. Experience will be evaluated based on relevance to the position for which application is being made. Include job titles, starting and ending dates (month and year), hours per week, salary, duties/accomplishments, employer(s) name and address, and supervisor(s) name/phone number and permission to contact.

CONDITION OF EMPLOYMENT: Prior to appointment into this position, selectee must be a current member of the Arizona Army National Guard (All Units) and be able to qualify for the following MOS/Branch: 25 Series
KNOWN PROMOTION POTENTIAL: NONE

Acceptance of this position requires participation in the Direct Deposit/Electronic Funds Transfer Program.

EQUAL OPPORTUNITY: The Arizona National Guard is an Equal Opportunity Employer. Selection for this position will be made without regard to race, religion, age, national origin, sex, political affiliation, marital status, membership or nonmembership in an employee organization or any other non-merit factor.

AREA OF CONSIDERATION: This position is the Federal/Excepted Civil Service and is **open to current members and those eligible for membership of the (All Units), Arizona Army National Guard.** Individual

selected will receive a Permanent Appointment subject to the completion of a one year trial period.. Acceptance of a Federal Excepted technician position of over 179 days in length will cause termination from the Selected Reserve Incentive Program (BONUS). Individual selected will require a military medical records screening if applicable, to be completed prior to appointment, and/or may be required to take a pre-employment medical screening examination dependent on the position type and military medical records screening results. **PCS funds are not authorized.**

NOTE: Applications must contain a completed Optional Form 306 (Declaration for Federal Employment).

NOTE: Applications must contain a completed Optional Form 612 (Application for Federal Employment) or must include a Resume.

NOTE: Applications must contain a completed AZNG Form 335-2-R (Knowledge, Skill and Ability Supplement).

NOTE: Applicant must possess a Secret Clearance

NOTE: Must meet DoD 8570 certification requirements within 6 months of hiring

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED FOR SUCCESSFUL PERFORMANCE IN THIS POSITION:

Each applicant should fully justify on their application how they meet each KSA listed below using AZNG Form 335-2-R to reference the justification.

- 1. Knowledge of customer service and support principles and methods sufficient to participate 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 area of responsibility 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.**
- 4. Knowledge of and skill in using system software, IT security principles and functional application software used throughout the state.**
- 5. Knowledge of how the hardware, software and network infrastructure related to the serviced systems along with an understanding of how they integrate together sufficient to analyze problems reported to distinguish between hardware, software, network and user-related problems.**
- 6. Knowledge of computer systems and information transmission systems standards and equipment sufficient to install, configure upgrade and troubleshoot hardware and software components.**

SPECIALIZED EXPERIENCE: 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.

BRIEF JOB DESCRIPTION: This position is located in an information management organization. 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 a 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 in person. Participates in site surveys in order to verify adequacy of software installation practices and operating environments are compliant with desktop and network security standards, and network operations to ensure customer needs are met. Automates repetitive tasks such as ghosting software images, sanitizing disks, and warranty usage tracking. Deploys technologies to minimize technical labor for operational testing, problem resolution, and pattern analysis. Determines internal service measures for support provided and communicates service level expectations. This position is located in Marana, AZ.

SELECTING OFFICIAL: LTC Ken Stice
