



Washington Air National Guard Active Guard Reserve (AGR) Announcement

JOB ANNOUNCEMENT # 16-055-ANG

POSITION INFORMATION

Position: IT Specialist (Customer Support) **Grade:** E-7/MSgt
Location: 194 CF
Camp Murray, WA **AFSC:** 3D1X1

Opening Date: 20 July 2016 **Closing Date:** 4 August 2016

WHO CAN APPLY

All **current AGR members** of the Washington Air National Guard assigned to 194th WG or HQs WA ANG. This position is also being offered as a Technician position. See Technician Vacancy Announcement # WAAF 16-123 at USA Jobs for application instructions.

***Hiring of current AGR member is dependent on approval of MCR.**

INITIAL ELIGIBILITY CRITERIA

The following criteria must be met as of closeout date of this announcement to be considered:

- Applicants that do not hold the 3D1X1 AFSC must be eligible to retrain into the 3D1X1 AFSC.
Aptitude : E - 60/55*, P-3, U-3, L-3, H-2, E-3, S-3
*Cyber Test 60
- Applicant must retrain within 1 year of hire date
- Up to MSgt
- Meet ANG fitness standards IAW AFI 36-2905 with a score of 75 or above (*applies only to current members of the USAF, USAFR or ANG*)
- Possess or be able to obtain a **SECRET** security clearance

SUMMARY OF DUTIES

Manages the assigned IT/communications environment with privileged access at the network level for the Wing, Geographically Separated Units (GSU), and Tenants. Plans, coordinates, installs, and continuously analyzes system design, hardware and software. Develops, recommends, and installs solutions and upgrades to ensure availability, integrity, efficiency, and reliability of all components of the assigned system. Serves as a focal point for ensuring functionality and operability of the assigned IT/data systems/functions, voice and wireless systems to support mission requirements of Wing, Geographically Separated Units (GSU), and Tenants. Optimizes the functionality and performance of hardware and software systems and ensures availability, integrity, efficiency, and reliability of system/functional resources while managing the communications focal point coordination and workload distribution duties. Provides customer technical assistance and support for all users. Provides ongoing technical support to customers to ensure proper functional use of equipment and programs and to preclude undue interruptions to IT and communications services. Determines customer requirements and assists customers by recognizing and analyzing trends and providing instruction and orientation services. Identifies and documents system requirements for specific needs of customers. Conducts in-depth analyses of system



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usage, user complaints, traffic interruptions, hardware and software capabilities, and other relevant factors. Conducts feasibility studies to identify and analyze system failures and analyzes data to determine if trends exist which forecast the need for future replacement or modification of system hardware and software. Based upon the results of studies and the analyses of trends in usage and system problems, determines the feasibility of significant modifications vs. replacement to improve reliability. Coordinates frequency needs with command level spectrum management office to maintain current allocations and obtain new authorizations. Secures operating authority, and ensures minimal interference by ANG radio frequency (RF) operations. Analyzes RF spectrum requirements and determine compatibility with other users considering transmitter and receiver specifications, antenna data, emission characteristics, and modes of radio wave propagation. Installs, maintains, and repairs hardware devices supporting a broad range of information and communications systems. Uses detailed knowledge of concepts, principles, methods, and practices with sophisticated diagnostic equipment and complex diagnostic software to identify and resolve internal system and network conflicts. Adheres to management control plan requirements by conducting self-inspection and staff assistance visits. Resolves identified discrepancies. Performs other duties as assigned.

ELEMENTS

The following elements are considered essential for successful performance in this position. Response to the Elements is voluntary, however written response to each of the following Elements will ensure that specialized experience is recognized.

-- **Knowledge of applying analysis concepts to IT network systems and independent IT platforms, integration methods, performance tuning methods, test and evaluation methods and procedures, IT security principles and methods plus, project management principles and methods sufficient to plan and coordinate the installation of new products or equipment.**

-- **Ability to analyze, apply methods and practices for recovering, adjusting and modifying IT systems to solve complex problems, while improving customer support practices, that minimizes interruptions in service.**

-- **Knowledge of network operations, security methods, and network architecture optimization techniques; the capabilities and limitations of the IT systems, infrastructure and software configuration in order to manage the tenant network, carry out network and/or independent platform projects and coordinate efforts with others affected in the organization.**

-- **Knowledge of systems development, modification, testing, installation, operations, and support concepts as well as the organization's network and infrastructure architecture and protocols to provide support related to: test, evaluation, installation, configuration and modification of hardware and software for operating systems, network platform, and interface connectivity. Provision of network services and planning for increased or changed requirements; modifications and integration of network systems and infrastructure consistent with existing or planned infrastructure/architecture; configuration management changes and upgrades; and connectivity between remote sites.**

-- **Knowledge of the interrelationship of multiple IT systems, utilizing methods, principles, and practices covering restoral from complex computer and infrastructure system failures, recovery of systems, adjusting, modifying, and improving systems to include hardware and software components.**



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-- Knowledge of methods and practices involved in the integration of system components sufficient to optimize system performance.

-- Knowledge of performance measurement tools, systems testing and diagnostics, COTS products, Internet technologies, analytical methods and practices, requirements analysis techniques in order to: test and optimize the functionality of the systems, networks, and data; provide advice on a wide range of IT issues; ensure optimal use of commercially available products; represent the organization in interactions with other organizations; prepare and present reports; conduct analyses and recommend resolution of difficult issues; identify and define business requirements applied to the development, implementation management and support of systems and networks; etc.

-- Knowledge of IT security principles and products; DOD and agency policies, procedures, regulations, directives, and requirements related to physical, personnel, emanations, and information security; methods for evaluating risk or vulnerability; IT INFOSEC security requirements for certification and accreditation; network operations and protocols; systems testing and evaluation, and performance management methods sufficient to plan and conduct security accreditation reviews for installed systems or networks and assess and advise on new or revised security measures and countermeasures based on the results of accreditation reviews.

APPLICATION INSTRUCTIONS

Applicants may apply for this position by submitting the following:

- 1) Resume cover letter (*not required, but highly encouraged*).
- 2) NGB 34-1, *Application for Active Guard Reserve (AGR) position*
- 3) Resume (Resume should include chronological listing of all military service. Include inclusive dates, branches of service, units and location assigned, and a brief recap of duties)
- 4) Current Report of Individual Person (RIP) (*only applies to current members of the USAF, USAFR or ANG*)
- 5) Point Credit Summary (PCARS) from the vMPF. Print "View All", minus the PCARS definitions and FAQ pages (*only applies to current members of the USAFR or ANG*)
- 6) Current Report of Individual Fitness (*only applies to current members of the USAF, USAFR or ANG*)
- 7) Response to Job Elements (*not required, but highly encouraged*)
- 8) If cross training to 3D1X1, provide AF Form 422 to show PULHES requirement
- 9) NO BINDERS OR BOUND DOCUMENTS

Email applications to: LORIE.K.MOORE.MIL@MAIL.MIL

***When emailing applications, please put the announcement number and last name in the subject line.**

***If possible, email application as one attachment in the order listed above.**



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Applications can also be mailed to:

HUMAN RESOURCES OFFICE/AGR
Attn: MSgt Moore/Air AGR Manager
33 41st Division Way, Bldg 33
Camp Murray, WA 98430

Applications must be received by this office by 1630 on the closing date of the announcement. **If you are sending your application via Priority Mail, Fed Ex, etc please allow an additional 3-5 days to the shipping time as they are not delivered directly to HRO.** Applications not received by HRO by the closing date will not be accepted. Applications will not be returned.

ADDITIONAL INFORMATION

- Equal Employment Opportunity: The Washington National Guard is an equal opportunity employer. Selection for this position will be made without regard to race, religion, national origin, gender, marital status or political affiliation.
- Enlistment/Appointment in the Washington Air National Guard is a condition for retention in the AGR program.
- Potential for promotion in the position is conditional upon assignment to the appropriate UMD grade, compliance with ANGI 36-101 grade compatibility requirements and, if applicable, the availability of an AGR control grade. Selection for the position at a higher grade does not automatically constitute the immediate availability of an AGR control grade required for promotion to the higher grade.
- The process of applying and being nominated does not constitute final selection for nor guarantee this position. Applicants are strongly advised not to make arrangements to move or change jobs until notified of final selection by the Adjutant General of the State of Washington or designated representative.
- Applicants should be able to complete 20 years of active federal service prior to Mandatory Separation Date (MSD) for officers, age 60 for enlisted. If unable to meet this requirement a statement of understanding must be completed prior to start date.
- Military grade cannot exceed the maximum military grade authorized. A member who is overgrade must indicate, in writing, a willingness to be administratively reduced in grade when assigned.
- Point of Contact for general AGR announcements:
MSgt Lorie Moore, AGR Manager for Air (253) 512-8347