**Job Title: Information Technology Specialist (Custspt)**

**Department: Department Of The Army**

**Agency: Field Operating Agencies of the Army Staff**

**Job Announcement Number: CF11-047**

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| **SALARY RANGE:** | $40,708.00 - $73,000.00 /year |
| **OPEN PERIOD:** | Tuesday, March 22, 2011 to Tuesday, April 05, 2011 |
| **SERIES & GRADE:** | NF-2210-04/04 |
| **POSITION INFORMATION:** | - This is a Permanent position. -- Full Time |
| **DUTY LOCATIONS:** | 1 vacancy - KS - Ft Riley & Manhattan |
| **WHO MAY BE CONSIDERED:** | Public |

**JOB SUMMARY:**

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| Challenge Yourself - Be an Army Civilian - Go Army!   Civilian employees serve a vital role in supporting the Army mission. They provide the skills that are not readily available in the military, but crucial to support military operations. The Army integrates the talents and skills of its military and civilian members to form a Total Army.  **Changes to the Job Announcement:** Amended to re-announce vacancy CF11-047. Previous applicants do not need to re-apply.   **Organization(s):**  MWR, Army Recreation Machine Program, Fort Riley, KS  **Who May Apply:** Click [here](https://vabselfnom.cpol.army.mil/forward/VAB?id=whoMayApply) for more information.   Area of Consideration: 1. World-Wide. 2. All Sources. Apply via MWR Career Referral Program Resume Builder. Enter CF11-047 in the Vacancy Announcements section. Complete the resume builder at https://employment2.wftech.com/cfsc/ResumeBuilder. |  |
| **KEY REQUIREMENTS:**   * U.S. Citizen |  |

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**Duties**

**Additional Duty Location Info:**

1 vacancy - KS - Ft Riley & Manhattan

Under general supervision, performs routine and recurring assignments in the delivery of Information Technology customer support services. Participates in the planning and delivery of a full range of Information Technology customer support services to the organization. Identifies and resolves issues and problems. Prepares and updates manuals, instructions, and operating procedures. Provides information and assistance to customers including system hardware/software installations, configuration, upgrades and troubleshooting. Evaluates established methods and procedures and prepares recommendations for changes in methods and practices where appropriate. Presents formal and informal training to customers. Reports, responds to and resolves customer requests. Applies information security and information assurance policy, principles and practices.

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**Qualifications and Evaluations**

**QUALIFICATIONS REQUIRED:**

 Work experience, education, and/or specialized training sufficient to demonstrate IT knowledge and skill in: - Participating in the planning and delivery of a full range of IT customer support services; - Installing, configuring, upgrading and troubleshooting hardware and software components; - Presenting formal and informal training and assistance to customers; - Reporting, responding to, and resolving customer requests. **Specialized knowledge of CISCO including holding CISCO certifications,** Colubris controllers, WiFi (802.11), VPN software particularly Checkpoint, Intrusion Detection Systems, Intrusion Prevention Systems, network management applications and test equipment.

 The experience described in your resume will be evaluated as related to the qualifications, knowledge, skills and abilities required for this job.

 Be able to communicate in English (both written and verbal).  
  
**Other Requirements:**   
Click [here](https://vabselfnom.cpol.army.mil/forward/VAB?id=otherRequirements) for more information.

 Male applicants born after December 31, 1959 must complete a Pre-Employment Certification Statement for Selective Service Registration.

 Direct Deposit of Pay is Required.

 You must include the announcement number on your application.

 Applicants claiming veteran's preference must clearly show an entitlement to such preference on the resume/supplemental data submitted.

**HOW YOU WILL BE EVALUATED:**

Resumes will be evaluated for basic qualifications requirements and for the skills needed to perform the duties of the position, as described in this vacancy announcement and identified by the Selecting Official for the position.

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**Benefits and Other Info**

**BENEFITS:**

The Department of Defense offers excellent benefits programs some of which may include:

 Comprehensive health and life insurance

 Competitive salaries

 Generous retirement programs

 Paid holidays, sick leave, and vacation time

 Flexible work environment and alternate work schedules

 Paid employment related training and education

 Possible student loan repayment

 Payment of licenses, certification, and academic degrees as applicable

 Bonuses, incentives, and awards as appropriate for the job.

**OTHER INFORMATION:**

Click [here](https://vabselfnom.cpol.army.mil/forward/VAB?id=otherInformation) for more information.

 Payment of Permanent Change of Station (PCS) costs is authorized, subject to the provisions of the Joint Travel Regulations.   
  
**Other Advantages:** Appointment subject to a satisfactory completion of a Security investigation (ADPIII) to include a National Agency Check (NAC).   
Priority consideration will be given to current and former NAF employees serving in a continuous position without time limits for at least one year.   
  
MWRJobs website: https://www.mwrportal.army.mil/sandbox/mwrjobs/mwrcrp.html