MERIT PROMOTION PROGRAM
CIVILIAN HUMAN RESOURCES OFFICE
UNIT 35020
CAMP SMEDLEY D. BUTLER

Job Title: IT Specialist (CUSTSPT), GS-2210-12	**Job Announcement Number:** OK-14-003
Salary: $66,965 to $87,052 per annum	**Opening Date:** 1-24-2014
Agency: Help Desk, G-6/S-6, Marine Corps Base, Camp Smedley D. Butler, Okinawa, Japan (Camp Foster)	**Closing Date:** 1-30-2014

WHO MAY BE CONSIDERED: Military Spouse Preference and Family Members in the local commuting area.

Note: Other eligible candidates may apply under announcement number SW42210-12-1030259N9739071O on www.usajobs.gov . Please ensure that you read each vacancy announcement (SW42210-12-1030259N9739071O and OK-14-003) due to them having different closing dates and different areas of consideration of applicants.

JOB SUMMARY:
The Navy and Marine Corps team offers innovative, exciting and meaningful work linking military and civilian talents to achieve our mission and safeguard our freedoms. Department of the Navy provides competitive salaries, comprehensive benefits, and extensive professional development and training. From pipefitters to accountants, scientists to engineers, doctors to nurses- the careers and opportunities to make a difference are endless. Civilian careers-where purpose and patriotism unite!

This position is located with the Help Desk, G-6/S-6, Marine Corps Base, Camp Smedley D. Butler, Okinawa, Japan (Camp Foster). As the Information Technology Specialist (Customer Support) your duties and responsibilities include providing administration and management support of technical systems not limited to Reflections 3270 mainframe, REMEDY Trouble Ticket System, scan to file systems, print services in both the unclassified (NIPRNET) and classified (SIPRNET) environments for all customers of the installation and tenant commands.

KEY REQUIREMENTS:

Must be registered for Selective Service, see Legal & Regulatory Guidance.
Suitable for Federal employment as determined by background investigation.
Selectee may be required to successfully complete a probationary period.
You must obtain and maintain a Secret security clearance.
U.S. Citizenship required.

DUTIES:
Troubleshoot in order to interpret incidents and improve performance. Advise customers on complex problems to meet operational needs. Respond to telephone calls and e-mail requests for technical support; identifies, researches, and resolves customer technical problems. Evaluate new tools and trends in order to optimize the functionality of networks and systems. Analyze incident reports to evaluate and make recommendations to reduce help line incident rate. Interviews users to collect information about problem and leads users through diagnostic procedures to determine root cause; handles problem recognition, research, isolation, resolution, and follow-up for routine user problems.

QUALIFICATIONS REQUIRED:
In order to qualify for this position, your resume must provide sufficient experience and/or education, knowledge, skills, and abilities, to perform the duties of the specific position for which you are being considered. Your resume is the key means we have for evaluating your skills, knowledge, and

abilities, as they relate to this position. Therefore, we encourage you to be clear and specific when describing your experience.

Your resume must demonstrate at least one year of specialized experience at or equivalent to the **GS-11** grade level or pay band in the Federal service or equivalent experience in the private or public sector. Specialized experience is defined as experience that is typically in or related to the work of the position to be filled and has equipped you with the particular knowledge, skills, and abilities, to successfully perform the duties of the position. Specialized experience must demonstrate the following: **Attention to Detail**: Takes a thorough, conscientious approach to work performed; **Customer Service**: Identifies a client or customer need and provides a quality product or service. **Oral Communication**: Expresses information via oral presentation; AND **Problem Solving**: Identifies problem, ascertains root cause and impact, and provides recommendations for resolution.

Specialized experience for this position involves providing customer service in installing, configuring, troubleshooting, and maintaining hardware and software systems AND evaluating issues and monitoring all IT components for proper performance. (Note- Experience must be substantiated in your resume)

Additional qualification information can be found from the following Office of Personnel Management web site: https://opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/2200/information-technology-it-management-series-2210-alternative-a/

PART-TIME OR UNPAID EXPERIENCE: Credit will be given for appropriate unpaid and or part-time work. You must clearly identify the duties and responsibilities in each position held, starting and end dates (Month/Year) and the total number of hours per week.

REQUIREMENTS:
Generally, current Federal employees applying for GS jobs must serve at least one year at the next lower grade level. This requirement is called time-in-grade. **All qualifications must be met by the closing date of this announcement and clearly documented in your resume.**

Applicants must meet the time-in-grade requirements as of the closing date of the announcement to be eligible for consideration.

Selectee is required to participate in the Department of Defense direct deposit of pay program.

Applicant must file a Confidential Statement of Affiliations and Financial Interest (OGE450) before assuming duties of this position.

A Secret security clearance is a requirement of this position. Failure to obtain and maintain the required level of clearance may result in the withdrawal of a position offer or removal. If you possess a security clearance, please indicate the level and termination date in your resume.
Dual citizenship: If you have Dual Citizenship and possess a foreign passport, you will be required to surrender it to the proper authorities to be able to obtain and maintain a Secret/Top Secret clearance

U.S. Citizenship: You must be a U. S. citizen (not dual citizen) to qualify for this position due to security clearance requirements.

Position requires the employee to drive a motor vehicle. An appropriate, valid driver's license is required for the position.

Work is primarily sedentary and may require some walking and standing in conjunction with travel and to attendance at meetings and conferences away from the work site.

Work does not require any special physical effort; however, carrying of light items such as papers, books, or small parts may be required.

Selectee must be available to work in a rotating shift environment, if and when required, to include nights, weekends, and holidays.

Work requires call back and emergency overtime. Selectee is subject to recall for outages, issues, and upgrades.

Selectee must obtain and maintain the Information Assurance certification (IAM Level II) as required by DOD 8570.1-X.

HOW YOU WILL BE EVALUATED:
When the application process is complete, your application package will be reviewed to determine if you meet the hiring eligibility and qualification requirements listed in this announcement. You will be rated based on the information provided in your resume and your supporting documentation to determine your ability to demonstrate the following knowledge, skills, and abilities/competencies:

1. **ABILITY TO UTILIZE INDUSTRY STANDARD NETWORK PERFORMANCE MONITORING TOOLS AND INCIDENT/PROBLEM MANAGEMENT SOFTWARE TOOLS**
2. **KNOWLEDGE OF CUSTOMER SUPPORT POLICIES AND PROCEDURES**
3. **ABILITY TO INSTALL, MAINTAIN, AND TROUBLESHOOT COMMUNICATIONS AND NETWORK SYSTEMS EQUIPMENT**

BENEFITS:
Department of the Navy offers a comprehensive benefits package that includes, in part, paid vacation, sick leave, holidays and a 401K-type retirement plan.

This position does not incur overseas allowances. Payment of travel and transportation expenses is not authorized.

OTHER INFORMATION:
This Position is subject to Department of Defense Priority Placement Program.

This announcement may be used to fill additional vacancies.

Recruitment incentives may or may not be authorized.

A tentative offer of employment will be rescinded if the selectee fails to meet the pre-employment requirements, including failure to report to any of the scheduled appointments.

Initial tour of duty is **24** months. Family members are tied to the sponsor's tour.

In the overseas areas, access for civilian employees and their families to military medical and dental treatment facilities is on a space-available and reimbursable basis only. Medical care may be provided by host nation providers. The availability and level of care at host nation medical facilities will vary by location. Movement overseas may require you to initiate a change in your health benefits plan to ensure coverage.

The Department of the Navy uses E-Verify to confirm the employment eligibility of all newly hired employees. To learn more about E-Verify, including your rights and responsibilities, visit www.dhs.gov/E-Verify.

Dual citizenship: If you are a dual citizen, please identify the countries of citizenship. The NATO Status of Forces Agreement prohibits employment in the U.S. Civilian Component in a host nation of any person who holds dual citizenship of the U.S. and that host nation. For example: A person who

holds both Italian and U.S. citizenship may not be employed in the U.S. Civilian Component in Italy; however, that person is not prohibited by the NATO Status of Forces Agreement from employment in the U.S. Civilian Component in another NATO host nation of which (s)he does not hold citizenship.

Important Information For Applicants With Family Members With Special Medical or Educational Needs:
http://www.public.navy.mil/donhr/Employment/CivJobOpps/Documents/Fam_Members_Special_Medical_Educational_Needs.pdf

Federal Annuitant Information:
The selection of an annuitant is subject to the Department of Defense and Department of the Navy policy on the employment of annuitants. Policy information may be found at:
http://www.public.navy.mil/donhr/Employment/CivJobOpps/Documents/FedCivAnnuitants.pdf

Veterans Recruitment Appointment (VRA) eligibles
http://www.public.navy.mil/donhr/Employment/CivJobOpps/Documents/vra_Eligible.pdf

Overseas Military Spouse Preference (MSP):
Overseas Military Spouse Preference

Overseas Family Member Preference:
Overseas Family Member Preference

Veteran's Preference Information:
http://www.public.navy.mil/donhr/Employment/CivJobOpps/Documents/Vet_%20Preference_Statement.pdf

HOW TO APPLY:
To apply for this position, you must provide a complete Application Package which includes:
- Complete Resume.
- Other supporting documentation as required. Please see the "*REQUIRED DOCUMENTS"* section to determine if there are other documents you are required to submit.

Please follow all instructions carefully as missing application information will not be requested. Errors or omissions may affect your rating and/or appointment eligibility.

You must submit all required information by the closing date. If materials are not received, your application will be evaluated solely on the information available and you may not receive full consideration or may not be considered eligible.

The materials you submit with your application will not be returned. Extraneous material will be removed and destroyed. Submit only those materials needed to evaluate your application. Please do not place your application in a notebook or binder.

Application packages may be submitted by mail or dropped off at the HRO Customer Service Desk at Building 495 (2nd Floor):

Director, Civilian Human Resources Office
Unit 35020
FPO, AP 96373-5020

It is a violation of 18 USC 1719 to use a postage paid government envelope to mail job applications.

******Emailed or faxed applications will not be accepted. All unsolicited documents will be discarded******

The documents you are required to submit vary based on what authority you are using to apply (i.e., applying as a veteran, applying as a current permanent Federal employee, applying as a reinstatement, etc). Please review the following link to see if there are any documents you need to provide: http://www.public.navy.mil/donhr/Employment/CivJobOpps/Documents/ApplicantChecklist_Merit.pdf

When the application process is complete, your application will be reviewed to determine if you meet the hiring eligibility and qualification requirements listed in this announcement. You will be rated based on the information provided in your resume and your supporting documentation to determine your level of knowledge, skill, and ability, related to the job requirements.

Best qualified applicants will be referred to the hiring manager. The selecting official may choose to conduct interviews, and once the selection is made, you will receive a notification of the decision.

Failure to submit a complete application package (Current resume, Applicant Questionnaire (MCB Butler CHRO 12300), Military and Family Member Preference Claim Form, Declaration of Federal Employment (Of-306) and applicable required documents, as noted below) may result in an ineligible rating and loss of consideration. Be sure to read and follow the instructions carefully, as missing application information will not be requested.

REQUIRED DOCUMENTS:

RESUME showing relevant experience (cover letter optional). Your resume must include the following: Your First and Last Name, Current address, Current email address, Current phone number, Where you worked, job title, duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and end dates (Month/Year), hours per week & salary. If you are a current Federal employee or previous Federal employees provide your pay plan, series and grade level i.e. GS-0201-09.

APPLICANT QUESTIONNAIRE (MCB Butler CHRO 12300 (Rev 7-10)) – The applicant questionnaire form must be completed, signed and submitted with your application package: http://www.mcbbutler.marines.mil/BaseInformation/CivilianHumanResourcesOffice/CHROJobAnnouncements.aspx

DECLARATION OF FEDERAL EMPLOYMENT (OF-306) – The OF-306 must be completed, signed and submitted with your application package: http://www.opm.gov/Forms/pdf_fill/of0306.pdf

DOES THIS POSITION REQUIRE A LICENSE OR CERTIFICATE? Please follow the announcement instructions for identifying or including a copy of your license or certificate in your application package.

ARE YOU A CURRENT OR FORMER FEDERAL EMPLOYEE? You must provide a copy of your last or most recent SF-50, "Notice of Personnel Action." DOD employees can access their SF-50 at: My Biz. For additional information, click here: Current Perm DOD Federal Civilian Employee or Reinstatement Eligible. Applicants who have repromotion eligibility must submit proof (SF-50) when applying.

ARE YOU CLAIMING MILITARY SPOUSE OR FAMILY MEMBER PREFERENCE? The Military and Family Member Preference Claim form must be completed, signed and include all applicable supporting documents (Sponsor PCS Orders and Area Clearance if dependent name is not listed on PSC orders; or letter of employment with dependent name) as noted with your application package: http://www.mcbbutler.marines.mil/BaseInformation/CivilianHumanResourcesOffice/CHROJobAnnouncements.aspx

For additional information, click here: Overseas Military Spouse Preference http://www.dtic.mil/whs/directives/corres/pdf/140025v315.pdf or Overseas Family Member Preference http://www.dtic.mil/whs/directives/corres/pdf/1400.25-V1232.pdf

ARE YOU QUALIFYING BASED ON EDUCATION or A COMBINATION OF EDUCATION AND EXPERIENCE? You must submit a copy of your college transcript or an appropriate course listing. Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education. Applicants can verify accreditation at the following website: http://www.ed.gov/admins/finaid/accred/index.html. All education claimed by applicants will be verified by the appointing agency accordingly. If selected, an official/sealed transcript will be required prior to appointment.

ARE YOU A VETERAN or CLAIMING 5-POINT VETERANS' PREFERENCE? Veterans' must provide legible copy/copies of the following:

- DD-214, "Certificate of Release or Discharge from Active Duty," showing all dates of service, as well as character of service (Honorable, General, etc.). The member 4 copy of your DD-214, "Certificate of Release or Discharge from Active Duty," is preferable.

Or

- Statement of Service/Proof of Service (in lieu of a DD-214) from your command or local Personnel Support Detachment (PSD). The Statement of Service/Proof of Service must provide all dates of service, the date of expected discharge and anticipated character of service (Honorable, General, etc.). Veterans must provide their DD-214 once they receive it upon separation.

ARE YOU A DISABLED VETERAN or CLAIMING 10-POINT VETERANS' PREFERENCE? Disabled veterans, veterans, widows, spouses or the mother of a veteran who are eligible for 10-point veterans' preference must provide legible copies of the following:

- Standard Form-15 (SF-15), an Application for 10-Point Veterans' Preference. To obtain a copy of SF-15, go to http://www.opm.gov/forms/pdf_fill/SF15.pdf.
- Applicable supporting documents (i.e. letter from VA) as noted on Standard Form-15 (SF-15).
- DD-214, "Certificate of Release or Discharge from Active Duty," showing all dates of service, as well as character of service (Honorable, General, etc.), member 4 copy of the DD-214 is preferable or a Statement of Service/Proof of Service, which includes service dates, nature of separation and character of service.

Additional Veteran's information:

- To obtain a copy of your DD-214 from the National Archives website:
  - http://www.archives.gov/veterans/military-service-records
- If you are not sure of your preference eligibility, visit the Department of Labor's website:
  - Veterans' Preference Advisor
- For more veterans' preference information click here:
  - Veterans' Preference Information
- For more veteran's information on veteran's appointing authorities click here:
  - Veteran's Employment Opportunities Act (VEOA)
  - Veteran's Recruitment Act (VRA)
  - 30% or More Disabled Veterans

IMPORTANT NOTES:

*****Military spouses within 30 days of PCSing to Okinawa may mail their applications to the address in the announcement. It is the responsibility of the military spouse to notify CHRO upon arrival to Okinawa and must provide all information concerning positions for which they have applied to (e.g., announcement numbers, contact telephone number, PSC address, etc.). Failure to do so may result in ineligible rating or adversely affect your rating/ranking.

*Applications must be received or postmarked on or before the closing date specified in the vacancy announcement. Applications will not be accepted from applicants after the closing date.

*CHRO will not accept any applications that are faxed, emailed, or postage-paid government envelopes or guard mail. Applications received using any of the above mentioned methods will be destroyed and will not be considered.

*Requests for reconsideration will not be made for applicants who fail to submit a complete application package.

*Requests for Reasonable Accommodations must be received before the Job Opportunity Announcement closes to be considered for this job opening. Decisions on requests for Reasonable Accommodations are made on a case-by-case basis by notifying the Civilian Human Resources Office, Marine Corps Base, Camp S.D. Butler, DSN 315-645-2475 or 315-645-7547 or Commercial 011-81-98-970-2475.

*Selection is to be made without discrimination for any non-merit reason such as race color, religion, sex, national origin, lawful political affiliation, marital status, physical handicap, age, sexual orientation, use of genetic information as part of Genetic Information Non-discrimination Act (GINA), or membership or non-membership in an employee organization.

*Active-duty military members must be immediately appointable from the date of selection. Statement of Service/Proof of Service (in lieu of a DD-214) from your command or local Personnel Support Detachment (PSD) must be submitted with the resume. The Statement of Service/Proof of Service must provide all dates of service, the date of expected discharge and anticipated character of service (Honorable, General, etc.). Veterans should provide their DD-214 once they receive it upon separation. Veteran preference is not applicable until the military member has received an honorable or general discharge and has received a DD-214.

AN EQUAL OPPORTUNITY EMPLOYER