STATE OF IDAHO
invites applications for the position of:

IT Specialist (Telecommunications)

SALARY:	$29.33 - $38.13 Hourly
DEPARTMENT:	Division of Military
OPENING DATE:	09/01/21
CLOSING DATE:	10/04/21 11:59 PM
DESCRIPTION:	

STATE OF IDAHO
MILITARY DIVISION
Human Resource Office (HRO)
State Personnel Branch
4794 General Manning Avenue, Building 442
Boise, Idaho 83705-8112
Telephone: (208) 801-4273

STATE VACANCY ANNOUNCEMENT
Registers established from this announcement may remain valid up to one year to fill vacancies within the same classification and position type.

A-M-E-N-D-M-E-N-T
This announcement is amended. The closing date has been extended.

ANNOUNCEMENT NUMBER:	**21-81-MN**
AREA OF CONSIDERATION:	**Open to current, members (O-4 and below, Any Warrant, Any Enlisted) of the Idaho National Guard**
POSITION TITLE:	**Information Technology (IT) Specialist (Telecommunications)**
PAY GRADE:	**NGA-9C**
POSITION CONTROL NUMBER:	**5420**
CLASS CODE:	**22702**
SALARY:	**$29.33 to $38.13 hourly ($61,013 to $79,317 annually)**
FLSA CODE:	**Computer Worker, Exempt**
DUTY LOCATION:	**Military Division, Idaho Army National Guard,** **Directorate of Information Management (G6), Gowen Field, Boise, ID**

TYPE OF POSITION:	Military Nonclassified; Army or Air; Officer, Warrant, Enlisted; Limited Service Appointment (*Appointment is contingent upon funding. Selectee may convert to Regular/Permanent Appointment status without further competition if on-going funding is available and stabilized in the future*.)
COMPATIBLE MILITARY FIELD:	Not Applicable
ANTICIPATED HIRE DATE:	October 2021

JOB TITLE: IT SPECIALIST (TELECOMMUNICATIONS)
POSITION CONTROL NUMBER: 1148 & 5420
CLASS CODE NUMBER: 22702
SALARY GRADE: NGA-9C

INTRODUCTION: These positions are assigned to the Directorate of Information Management (G6), Idaho Army National Guard (IDARNG), functioning within the State of Idaho – Military Division. The primary 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.

EXAMPLE OF DUTIES:

DUTIES AND RESPONSIBILITIES:

1. 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.

2. Receives requests for resolution of hardware or software problems that may require in-depth research. Analyzes customer problems and researches database for possible solutions or tasks the appropriate subject matter expert or section capable of resolving the problem.

3. 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.

4. Provides technical assistance to current and potential users so that LAN/WAN and other C4 systems operations have few major disruptions. Proactively interacts with users to ensure proper operation of computer systems, hardware, and software. Demonstrates processes and provides orientation for new users. Provides technical hands-on assistance with software installations, hardware configurations and communication networking to support daily operations and major fielding activities. Provides instructions to customers on accessing data, processing, space utilization efficiencies, and program recovery techniques. Consults with customers regarding potential system or program upgrades.

5. Develops and maintains the customer service database for all service requests. Receives, analyzes and assigns control numbers to all incoming customer requests. Determines if equipment is covered by warranty or maintenance contract and processes accordingly. Uses a process for quickly assessing and determining the actual problems and either solves or assigns unresolved requests to appropriate specific functional area. Follows up with the functional areas to ensure problems are resolved and requests are completed. Ensures continual contact and update of status with the user.

6. Installs and maintains hardware devices supporting a broad range of information systems employing multiple network and local operating systems and highly sophisticated client server software. Uses detailed reference material, sophisticated diagnostic equipment and complex diagnostic software to identify and resolve internal system and network conflicts. Removes and replaces defective hardware components; installs network/ peripheral device interface cards. Performs upgrade of hardware to include memory, fixed storage, and installation of network interface cards (NIC) or enhancement cards.

7. Installs and configures workstation or network operating systems, and applications software on a wide range of configurable information systems devices. Configures a wide variety of devices requiring diverse interfaces and device drivers in multiple operating system environments using a wide variety of hardware platforms. Configures workstation security parameters. Troubleshoots and corrects software problems to include resolving conflicts between applications, hardware and/or device conflicts, and operating system faults. Detects and removes computer viruses. Restores and repairs damaged critical data files. Updates hardware and software architecture databases to reflect installations, turn-ins, and changes in reportable software.

8. Performs operational tests on equipment in test array or operational configuration prior to issue or installation to ensure proper operation and absence of hardware, software, device or network conflicts. Provides familiarization training for users of new equipment and software as required.

9. Promotes a respectful workplace that complies with policies of the Adjutant General. Observes and ensures compliance with all applicable laws, rules, regulations and policies and serves as a role model for the Whistleblower Protection Program, EEO, security and workplace safety practices, policies and regulations at all times. Maintains a safe and drug/alcohol free workplace.

10. Performs other related duties and projects as necessary or assigned.

SUPERVISORY CONTROLS: Work is performed under the general guidance and supervision of the Information Services Support Division Chief of the G6 Directorate, IDARNG. Work is performed independently or in partnership with the supervisor.   Incumbent must display initiative, tact, and good judgment.

PERSONAL WORK CONTACTS: The incumbent's contacts are with Idaho Military Division (IMD)/Idaho National Guard (IDNG) staff; city, county, state and federal employees; communications technicians from various public and private agencies, companies and organizations; and other parties as directed by supervisors and managers.

WORKING CONDITIONS / PHYSICAL EFFORT: The majority of the work is mobile and performed both indoors and outdoors.   Work will require travel and outdoor exposure in all types of weather. Field activities may require the incumbent to work long hours; driving and walking over rough, rocky surfaces and at elevations exceeding 10,000 feet; standing, stooping, reaching; climbing radio support structures up to 150 feet above ground level; operating four-wheel drive vehicles, and occasional lifting of items more than 50 pounds. Occasional aerial flights involving helicopters and fixed-wing aircraft may also be required.

FLSA Overtime Code: I (Computer Worker; Exempt; straight time)
EEOC: B02 (Professional)
WCC: 9516
SEPTEMBER 2021

MINIMUM QUALIFICATIONS:

QUALIFICATION REQUIREMENTS:

Mandatory Requirements (conditions of employment)

- Must be a current, member (O-4 and below, Any Warrant, Any Enlisted) of the Idaho National Guard.

- Must have and maintain a valid and unrestricted state issued driver's license (from any state).

- Must have, or be eligible to obtain, and maintain a favorable T3 (SECRET) Federal Background Investigation. If a selected candidate does not have a current favorable T3, as a condition of employment he/she must submit to the investigation process immediately upon hire/appointment. *(At a minimum, a favorable suitability determination by the State Security Manager is required prior to appointment into this position.)*

- Must be willing to travel by all modes of transportation and stay at destinations for moderate to extended periods.

- Must be physically capable of walking, hiking and traveling across remote areas.

Knowledge, Skills and Abilities (KSAs)
Applicants must have <u>24-months</u> of specialized experience performing related to the duties as specified below.

- Knowledge of basic computer operation and skill in using common computer software applications (e-mail, word processing and spreadsheets). Knowledge of manufacturer's diagnostic and troubleshooting products and a wide variety of special use products.

- 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.

- Must possess knowledge of basic electronics, and basic knowledge of electrical wiring principals.

- 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.

- Knowledge of configuration management concepts and life cycle management concepts sufficient to identify the need to upgrade or enhance network component capabilities in response to network problems and deficiencies.

- Ability to communicate effectively with people, and to properly operate communication devices to include cell phones, hand radios, and multi-line telephones.

CONDITIONS OF EMPLOYMENT:

a. Each person hired will be required to provide verification of eligibility to work in the United States and may be subject to a criminal background check.

b. Refer to the position description for the Mandatory Requirements for this position.

c. Military Nonclassified employees are required to comply with military standards and wear the appropriate uniform.

d. Incumbent must be a current member of the Idaho National Guard. Loss of military membership or compatible military grade/status will result in loss of employment.

e. The State of Idaho, Military Division is an Equal Opportunity employer. Selection for this position will be made without regard to race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), genetic information, political affiliation, marital status, and disability or age (which does not interfere with job accomplishment or job eligibility based upon the position description Mandatory Requirements). Appropriate consideration shall be given to veterans in accordance with applicable state and federal laws and regulations.

PERSONNEL MANAGER CERTIFICATION: The title, series, grade, duties and responsibilities are complete and accurate as written and a current or projected vacancy exists as advertised.

Gloria A. Duncan
Supervisory Human Resource Specialist
Military Division – State Personnel Branch

SUPPLEMENTAL INFORMATION:

If you are unable to apply online, please contact the HRO office by phone 208-801-4273 or email hrobypass@imd.idaho.gov to discuss alternative options.

Thank you for your interest in employment with the Idaho Military Division.

APPLICATIONS MAY BE FILED ONLINE AT:
https://www.governmentjobs.com/careers/idaho

304 North 8th Street
Boise, ID 83720

idhr@dhr.idaho.gov

Position #21-81-MN
IT SPECIALIST (TELECOMMUNICATIONS)
GD

IT Specialist (Telecommunications) Supplemental Questionnaire

*   1. Mandatory Requirement: Must be a current, member (O-4 and below, Any Warrant, Any Enlisted) of the Idaho National Guard.
       Provide your military grade, job title, MOS/AFSC/AOC and unit of assignment.

*   2. Mandatory Requirement: Must have and maintain a valid and unrestricted state

issued driver's license

*Provide written response regarding your willingness and ability to meet this condition of employment. *DO NOT provide license info here*

* 3. <u>Mandatory Requirement</u>: Must have, or be eligible to obtain, and maintain a favorable T3 (SECRET) Federal Background Investigation. If a selected candidate does not have a current favorable T3, as a condition of employment he/she must submit to the investigation process immediately upon hire/appointment. (*At a minimum, a favorable suitability determination by the State Security Manager is required prior to appointment into this position.*)

   Provide written response regarding your eligibility, willingness and ability to meet this condition of employment.

* 4. <u>Mandatory Requirement</u>: Must be willing to travel by all modes of transportation and stay at destinations for moderate to extended periods.

   Provide written response regarding your eligibility, willingness and ability to meet this condition of employment.

* 5. <u>Mandatory Requirement</u>: Must be physically capable of walking, hiking and traveling across remote areas.

   Provide written response regarding your eligibility, willingness and ability to meet this condition of employment.

* 6. KSA: **Knowledge of basic computer operation and skill in using common computer software applications (e-mail, word processing and spreadsheets). Knowledge of manufacturer's diagnostic and troubleshooting products and a wide variety of special use products.**

   Provide detailed written response describing your <u>specialized experience performing related duties</u> to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

* 7. KSA: **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.**

   Provide detailed written response describing your <u>specialized experience performing related duties</u> to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

* 8. KSA: **Must possess knowledge of basic electronics, and basic knowledge of**

electrical wiring principals.

Provide detailed written response describing your <u>specialized experience performing related duties</u> to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

* 9. KSA: **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.**

Provide detailed written response describing your <u>specialized experience performing related duties</u> to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

* 10. KSA: **Knowledge of configuration management concepts and life cycle management concepts sufficient to identify the need to upgrade or enhance network component capabilities in response to network problems and deficiencies.**

Provide detailed written response describing your <u>specialized experience performing related duties</u> to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

* 11. KSA: **Ability to communicate effectively with people, and to properly operate communication devices to include cell phones, hand radios, and multi-line telephones.**

Provide detailed written response describing your <u>specialized experience performing related duties</u> to demonstrate that you meet the minimum **24-month** requirement. *Response should be detailed and include specific examples of job duties performed, responsibilities, etc.*

* 12. Unqualified or incomplete applicant packets will not be forwarded.
Do you certify you attached any supporting/required documentation and given detailed written responses with your application packet before submitting?

❏ Yes   ❏ No

* 13. Do you certify that all of the information and attached documents to this application are true, correct, complete and made in good faith? (This will constitute your official signature.)

❏ Yes   ❏ No

* Required Question