

**WEST VIRGINIA MILITARY
AUTHORITY 1703 COONSKIN DRIVE
CHARLESTON, WV 25311-1085**

**POSITION VACANCY ANNOUNCEMENT
ANNOUNCEMENT NUMBER: ML201003**

OPENING DATE: October 9, 2020 CLOSING DATE: October 19, 2020

LOCATION: West Virginia National Guard JFHQ-WV-J6, 1703 Coonskin Drive, Charleston, WV 25311

WORKING TITLE: MA Information Systems Specialist

SALARY RANGE: \$36,564 - \$54,684

How to Apply: Anyone interested in applying for this position must submit a **completed West Virginia Military Authority Application for Employment and resume** to:

West Virginia Military Authority, Attn. HR-Employment Applications, 1703 Coonskin Drive, Charleston, WV 25311-1085 or email to Deborah.s.taylor28.nfg@mail.mil or fax to 304-561-6321. **Please include copies of all training certifications.** Applications must be received by closing date.

Applications for Employment may be obtained from the West Virginia Military Authority web site: <https://www.wv.ng.mil/HRO/>

NATURE AND SCOPE OF WORK

Under limited supervision of the JFHQ-WV-J6 Helpdesk Supervisor, performs full life cycle support of customer facing technologies, including personal computing devices, peripherals, communication devices and associated operating systems and software applications in a complex, multi-agency environment in the West Virginia Army National Guard. Provides experienced client technologies support by reporting, responding to, analyzing and resolving customer information technology problems and service requests. Ensures integrity, performance and reliability of a large variety of client computing devices. Works as an integral member of operational project teams to deliver large-scale equipment refresh, upgrade and migration projects. Acquires a general understanding of customer's information technology business requirements. Work requires advanced problem solving and customer service capabilities. Must work cooperatively, productively and professionally in a team environment. Employee may be required to achieve industry standard information technology certifications related to the assigned field within an established time period as a condition of employment or advancement. Travel to user work sites may be required. Serves as Senior MA Helpdesk technician and is the J-6 POC with WVNG personnel, units, State agencies and other private sector organizations relating to customer service requirements. Performs related work as assigned.

PRINCIPAL DUTIES

Serve as the first point of contact for customers seeking technical assistance. Perform remote troubleshooting through diagnostic techniques and pertinent questions. Determine the best solution based on the issue and details provided by the customer. Walk the customer through the problem-solving process.

Monitor and respond quickly and effectively to requests received through the J6 helpdesk. Monitor service desk tracking system for tickets assigned to the queue and process first-in-first-out based on priority. Modify configurations, utilities, software default setting, etc. for the local workstation. Utilize and maintain the helpdesk tracking software. Manage PC setup and deployment for new employees using standard hardware, images and software. Assign users and computers to proper groups within Active Directory.

Responsibilities

This position is located in an information management organization. The purpose of this position is to serve as the primary interface between the incumbent's assigned organization and all information systems customers associated with the C4 mission. Responsible for management of the organization's customer support help desk and maintenance of the workload accounting database using help desk software. Serves as a technical expert on all supported automated systems utilized throughout the state. Provides solutions to customer requests for assistance in resolving hardware and software problems. Systems used include personal computers, mini computers and mainframes. 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. Performs intensive collection and analysis of data from the customer service database to create trend reports, performance reports, and future requirements for all areas of Information Management. Provides database maintenance on the customer support database. Participates in the analysis of requests for new and modified applications. Determines equipment demands and number and kind of requests received: data communications requests, telecommunications requests, visual information requests, and information services requests. Researches trends and patterns to implement new or improved communications methods and procedures. Incumbent uses judgment in relating trends in workload, equipment performance, other activity's experience with comparable proposals to determine the worth of a proposed change in the state's networking, automation, telecommunications, visual information or information services normal working environment. Conducts site surveys for information systems designed to verify adequacy of network operations and ensure customer needs are met. Consults with users and managers to determine specific locations and requirements for the particular system installation. 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 and sophisticated diagnostic equipment and complex diagnostic software to identify and resolve internal system and network conflicts. 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 and 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 limited upgrade of hardware to include memory, fixed storage, and installation of network interface cards (NIC) or enhancement cards. 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. 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.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of information technology systems, concepts and methods.

Knowledge of client computing devices, hardware, software and peripherals.

Knowledge of mobile and wireless devices and ability to diagnose issues.

Knowledge of Audio and Visual equipment and the ability to install and troubleshoot such equipment

Knowledge of IP telephone client devices.

Knowledge of LAN and WAN systems software and operations.

Knowledge information technology security principles and practices.

Knowledge of Windows server domains.

Knowledge of Problem Management Process.

Ability to use, diagnose and restore desktops, laptops, handhelds and other client computing devices.

Ability to effectively diagnose and resolve software, hardware and network connectivity problems.

Ability to understand the interrelationship between different information technology specialties.

Ability to work effectively in a team environment.

Ability to communicate effectively, orally and in writing.

Ability to explain information technology terms, concepts and

Ability to work in a diverse, multi-tasking environment requiring prioritization of tasks and deadlines.

Travel Required

Some travel may be required, along with some possible weekends. Mission will dictate.

MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or equivalent. Must have the following certifications within Six (6) months of being hired: Network + or Security Plus+. Preference maybe given to applicants with a

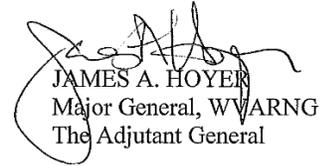
Bachelor's degree from a regionally accredited four-year college or university in computer science/information technology fields.

EXPERIENCE: Four years of full-time or equivalent part-time paid experience installing, supporting and troubleshooting computer hardware, software, network connectivity.

SUBSTITUTION: Successfully completed College/University classes or Military training related to Information Technology / Systems may be substituted for one year of minimum experience on a month for month basis.

SPECIAL REQUIREMENTS

1. Position is contingent upon continued receipt of Department of Defense funding.
2. This position falls under the West Virginia Consolidated Public Retirement System.
3. CONSIDERATION WILL BE GIVEN TO ALL QUALIFIED APPLICANTS WITHOUT REGARD TO RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, POLITICS, AGE, MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION.
4. STATE POSITIONS ANNOUNCED BY THE ADJUTANT GENERAL ARE **AT-WILL EMPLOYMENT POSITIONS**. THE TERM AT-WILL EMPLOYMENT MEANS THAT THE EMPLOYEE MAY BE TERMINATED AT ANYTIME WITHOUT CAUSE.
5. **Position requires security clearance and background check.**
6. **Position requires a pre-employment drug screen.**



JAMES A. HOYER
Major General, WVARNG
The Adjutant General