

IT Specialist (Systems Administrator), GS-2210-12 Term, RNEC-Fort Campbell



IT Specialist (Systems Administrator)
Enterprise Systems Division
Regional Network Enterprise Center
Fort Campbell, Kentucky



Pay Plan: GS

Job Series: 2210

Grade: 12

Position: Term

Clearance Required: Secret, Non-Critical Sensitive, Tier 3

Certifications Required: See below under “Additional Information”

Telework Eligibility: Yes, as determined by agency policy.

Travel Requirements: Up to 10% travel possible.

Description: The Army Civilian Corps is seeking an applicant to fill a position to serve as an Information Technology Specialist (Systems Administrator) for the Fort Campbell Regional Network Enterprise Center (RNEC) Enterprise Systems Division. Performs services as a systems administrator for the Hoteling/Hosting Branch, Regional Network Enterprise Center (RNEC), Ft. Campbell, Kentucky. Provides technical expertise on system operations, hardware, and a wide variety of pc/server applications and programs. Specifies hardware and software support to ensure effective administration and management of automation requirements. Analyzes, develops, evaluates, advises, and improves civilian and military work methods and procedures through automation in the RNEC and associated directorates. Adheres to information technology standards regulations and security awareness required from higher headquarters command, policies, and procedures and knowledge of computer systems to automate key processes and to manage systems operations. Uses virtualization technologies such as Hyper-V, VMWare, Virtual Server, and others to deploy, maintain and manage highly available virtual infrastructure. Uses Microsoft Endpoint Configuration Manager (MECM) to deploy operating systems, programs and applications, and 3rd party patches to maintain Information Assurance Vulnerability Alert (IVA) compliancy.

Duties:

- Studies, designs and develops complex, automated data processing systems which provide decision-making information support related to RNEC and directorate level management programs. Optimizes the functionality and performance of hardware and software systems and ensures availability, integrity, efficiency, and reliability of servers
- Initiates the installation and configuration of applications software and the establishment of user environments.
- Troubleshoots and analyzes unusual or complex hardware and software malfunctions to resolve physical and logical processing problems and recommends acquisition of equipment, software and/or hardware which will resolve operational problems.
- Analyzes and diagnoses system failures to isolate source of problems. Performs testing, troubleshoots, and corrects complex or unusual problems involving interface and interoperability of system components such as hardware, systems software, and applications programs.
- Tests and evaluates current and proposed equipment and software enhancement and advises

IT Specialist (Systems Administrator), GS-2210-12 Term, RNEC-Fort Campbell

management regarding acquisition proposals designed to enhance mission accomplishment through automation.

Specialized and Other Experience: One year of specialized experience which includes coordinating the installation, testing, or modification of Information Technology (IT) equipment; reviewing plans, procedures, or policies related to system administration; providing status reports regarding information system projects, issues, or developments; and ensuring services are conducted in accordance with established policies and procedures. This definition of specialized experience is typical of work performed at the next lower grade/level position in the federal service (GS-11).

The specialized experience must include, or be supplemented by, information technology related experience (paid or unpaid experience and/or completion of specific, intensive training, as appropriate) which demonstrates each of the four competencies, as defined:

- (1) Attention to Detail** - Is thorough when performing work and conscientious about attending to detail. Examples of IT-related experience demonstrating this competency include completing thorough and accurate work independently, even in the most difficult or stressful situations; occasionally reviewing work completed by others.
- (2) Customer Service** - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services. Examples of IT-related experience demonstrating this competency include resolving routine and non-routine problems, questions, or complaints; developing and maintaining strong, mutually supportive working relationships with customers; conducting evaluation of support to determine quality of services and customer satisfaction, and recommending procedural changes based on customer need or changes in policy and/or regulation.
- (3) Oral Communication** - Expresses information (for example, ideas or facts) to individuals or groups effectively, considering the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately. Examples of IT-related experience demonstrating this competency include convincingly conveying complex information to customers; presenting thoughts that are well-organized and demonstrating confidence in the facts and ideas; adjusting style when working with individuals with different levels of understanding; using various methods to explain and convey information.
- (4) Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations. Examples of IT-related experience demonstrating this competency include: solving complex or sensitive problems by developing and proposing strategic alternatives; identifying possible conflicts and shared benefits; helping team anticipate problems and identifying and evaluating potential sources of information; providing feedback and coaching to others to help solve problems; engaging appropriate stakeholders when developing solutions in order to understand and incorporate multiple perspectives and needs; evaluating the effectiveness of decisions and adjusting future decisions as appropriate.

Some federal jobs allow you to substitute your education for the required experience in order to qualify. For this job, you must meet the qualification requirement using experience alone--**no substitution of education for experience is permitted.**

IT Specialist (Systems Administrator), GS-2210-12 Term, RNEC-Fort Campbell

You will be evaluated based on your level of competency in the following areas:

- Server Operations
- Windows Powershell
- Troubleshooting of complex computer system failures

Conditions of Employment:

- Appointment may be subject to a suitability or fitness determination, as determined by a completed background investigation.
- This position requires the incumbent be able to obtain and maintain a determination of eligibility for a Secret security clearance or access for the duration of employment.
- Overtime and on-call duty MAY be required on short notice to include nights, holidays, and weekends in support of related mission requirements.
- Employee MAY be required to perform 24 x 7 shift work in support of operational IT related mission/after duty hours on call/emergency requirements.
- The duties of this position require the incumbent to possess or obtain and maintain a valid state Driver's License in one of the 50 U.S. states or possessions to operate vehicles.
- This position requires a medical examination. The incumbent is required to lift up to 40 lbs.
- Please see "Additional Information" section for more Conditions of Employment.

Additional information:

- This position is designated as an IAT-II, IT-I and requires a COMPTIA (Security +) certification at a minimum. Incumbent is required to satisfactorily complete the appropriate training and obtain the required certification/recertification for this position as outlined in DoD Publication 8570.01-M, Information Assurance Workforce Improvement Program, dated 19 December 2005 (with changes).
- Area of expertise/computing environment certification: Selectee is required to obtain MCSA: Windows Server 2012/2016, or Microsoft Certified: Windows Server Hybrid Administrator Associate. Incumbent is required to complete this certification within 180 days.. The employee is required to satisfactorily complete the appropriate training and obtain the required certification/recertification for this position as outlined in DoD Pub 8570.01-M Information Assurance Workforce Improvement Program, dated 19 Dec 2005 (incorporating Ch 1, 15 May 08) within 180 days.

Who May Apply: U.S. Citizens and non-Permanent Federal Employees (i.e., *Temporary and Term Federal Employees may also apply*).

You must apply prior to 06 November 2022 by submitting your resume and any supporting documentation (in .pdf format) to the following email address: usarmy.campbell.93-sig-bde.list.rnec-bluegrass-careers@army.mil

Read about the Army Civilian Corps here: [U.S. Army STAND-TO! | Army Civilian Corps](#)

IT Specialist (Systems Administrator), GS-2210-12 Term, RNEC-Fort Campbell

Read about Army Civilian Development and Growth here: [Army Civilians | Center for the Army Profession and Leadership | CAPL](#)