

\*\*\*\*\* JOB OPPORTUNITY\*\*\*\*\*  
**NON-APPROPRIATED FUND (NAF) POSITION**  
**\*\*\*AMENDED\*\*\***

**ANNOUNCEMENT NO.:** 16-286

**POSITION TITLE:** Information Technology (IT) Specialist, NF-2210-04

**ANNUAL SALARY:** \$51,811 - \$67,354 per year

**EMPLOYMENT CATEGORY:** Flexible Full-Time (21-39 hours per week)

**LOCATION:** Commander, Navy Region Europe; Fleet and Family Readiness Program;  
Morale, Welfare & Recreation (MWR); NSA Naples, Italy

**AREA OF CONSIDERATION:** Local U.S. Citizens that are 1) Current permanent NAF/APF employees; or 2) Spouses of active duty military members; or 3) Family members of active duty military member; or 4) Family members of DoD civilians.

***Note:** The NATO Status of Forces Agreement (SOFA) between Spain and the United States prohibits the hiring of any person who holds Italian citizenship and is considered a Dual National by the Italian Government into any U.S. position. Those U.S. citizens who are considered "ordinarily resident" in Italy are also ineligible for employment by U.S. commands and activities in Italy.*

**OPENING DATE:** 29 AUGUST 2016

**CLOSING DATE:** 25 SEPTEMBER 2016

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**\*\*\*AMENDED 9/6/2016: Closing Date extended to 25 September 2016.\*\*\***

**INTRODUCTION:** This position is assigned to the Morale, Welfare and Recreation Department (MWR); Commander, Navy Region Europe, Africa, Southwest Asia (CNREURAFSWA) and works closely with the Navy Computer Telecommunications Station (NCTS) & Information System Department (N6) to procure, implement, integrate, operate, maintain, and support all NAF Information Technology throughout the area of responsibility (AOR) including, but not limited to: Point of Sale (POS), Wireless Fidelity (WiFi) & "legacy" networks.

**MAJOR DUTIES AND RESPONSIBILITIES:** Modifies system components as necessary to comply with revised policies and procedures as well as approved user recommendations. Designs audit routines to test and validate data integrity, when necessary. Maintains a physical inventory of all hardware and software; assists in IT systems life cycle management. Ensures all appropriate forms and documentation are on file. Monitors maintenance contracts for renewal and submits Purchase Request for support as required. Obtains approval from all required sources. Documents and analyzes currently deployed NAF information systems to fully capture scale, capability and risk, using industry standards and models, Department of Navy (DON), Commander, Navy Installations Command (CNIC) and other Cyber Security policies and practices.

Serves as a primary or backup systems administrator/technician for all computer and telecommunication systems (such as Micros, Payroll systems, Food Trak Inventory Control System, Qubica, RecTrac, CYMS, and SAP). Performs account management, system monitoring, data backup, and software/hardware maintenance as necessary. Performs routine assessments, maintains proficiency in all MWR computer systems.

Performs hardware and software installs, upgrades and patches. Works closely with vendors, program managers, NCTS & N-6 staff, and users to resolve issues and ensure successful project implementations. Travels to different duty sites from the normal duty location to perform

hardware and/or software installations and/or upgrades, assess project status and provide IT support when needed. Acts as a site point of contact (POC) for implementation of new IT based projects, when required.

Receives, responds to, resolves, and documents help desk calls. Isolates problems between hardware, system software, application, peripherals, and network devices. Coordinates with departmental program managers to resolve program specific issues. Serves as a monitor and/or operations trouble-shooter. Monitors Retail/Resale computer equipment and provides remedial support in troubleshooting and correcting error conditions and system inefficiencies. Recovers data in the event of a hardware or software failure. Ensures the customer receives a full explanation of the problem and resolution, and provides training and/or guidance to prevent reoccurrence. Completes the process by documenting actions in the department help desk database or standard operating procedures.

**QUALIFICATION REQUIREMENTS:** Must have IT-related experience demonstrating attention to detail, customer service, oral communication and problem solving.

Must have one year of specialized experience that has equipped the applicant with the particular competencies, knowledge, skills and abilities to successfully perform the duties of the position.

**KNOWLEDGE REQUIRED BY THE POSITION:** Knowledge of and demonstrated skill in applying customer support principles, wireless and wired network concepts, database principles, IT security theory, troubleshooting and data analysis methods, and communication methods and techniques sufficient to receive, respond to, and resolve help desk calls.

Knowledge of computers, computer peripherals and industry best practices, security principles and network equipment, operating systems and environments required to perform a wide range of duties as a primary or backup system administrator. Knowledge of and experience in utilizing internal and external problem resolution documentation and resource database.

Skill in accurately documenting all actions taken in standard operating procedures and/or the help database. Skill in providing guidance and training to customers and other technical representatives. Knowledge of IT systems life cycle management concepts sufficient to maintain up to date, interoperable hardware and software inventories.

Knowledge of and skill in applying systems administration methods and procedures, performance monitoring methods, IT security principles, and analytical reasoning sufficient to schedule, monitor, and verify the integrity of system backups, restore files as needed, correct security vulnerabilities, install server upgrades, and monitor server performance.

Knowledge of a wide range of specialized software applications and programs deployed in support of MWR in order to support and maintain these applications. Software titles include, but are not limited to: RecTrac, GolfTrac, CYMS, Qubica, Micros, SAP, Citrix, Kronos, Manage Engine.

Ability to use and repair a variety of computer hardware and peripherals including desktop, laptop and server class devices, Enterprise Class networking hardware, Enterprise Class, Wireless Access Point (WAP) infrastructure and Enterprise Class network security devices. Ability to use and troubleshoot Windows (desktop and server) & Apple Operating Systems.

Knowledge of concepts related to full inventory and analysis of IT systems and assets. Ability to demonstrate effective written and oral communication skills, including experience in writing technical procedures and instructions in English.

Must have or be able to obtain and maintain a security clearance; active secret clearance or higher is preferred.

Must have, or be able to obtain within 6 months, basic certification for Information Assurance as required by Department of Defense and maintain certification for duration of assignment.

**HOW TO APPLY:** Send resume and applicable required documentation (see below) via email to [NAFPersonnel@eu.navy.mil](mailto:NAFPersonnel@eu.navy.mil) or by fax to 011-39-081-568-8014. All applicants must provide the required and applicable documents. Reference the vacancy announcement number and position title on your submission and ensure your resume contains all the information required in this vacancy announcement. Failure to provide the vacancy announcement number and all the documentation required in the vacancy announcement may result in non-consideration. Completed resume package must be received by 11:59pm Local Time on the closing date. Please direct inquiries to: [NAFPersonnel@eu.navy.mil](mailto:NAFPersonnel@eu.navy.mil)

**REQUIRED DOCUMENTS:**

- Resume
- Signed [Declaration of Federal Employment, OF-306](#)
- [Overseas Residency Questionnaire](#)
- Copy of U.S. Government no-fee passport showing picture, passport number, expiration date, and visa stamp page
- Copy of Sojourner's Permit (or receipt of application)
- [Preference Entitlement Survey](#) with a complete and legible copy of sponsors PCS orders
- If Former/Current NAF/APF Employee: Most recent SF-50 or Personnel Action Report
- If Veteran: DD-214, Certificate of Release or Discharge from Active Duty

**OTHER INFORMATION:** Occasional travel of less than 20% may be required. Must have or be able to obtain and maintain a government driver's license. Must be able to work varied work schedules to include holidays, weekends, and evenings. May be required to work overtime on an emergency basis. May be required to work an "on-call" duty schedule.

Some positions have special requirements. Selection may be tentative pending the completion of these requirements. Applicants may be required to submit proof of education, participate in medical screening, drug testing, etc. All selections are contingent upon satisfactory employment reference checks. Employment is subject to successful National Agency Background Check. As a condition of employment, the selectee will be required to participate in the Direct Deposit/Electronic Fund Transfer within the first 30 days of employment. Occupants of this position must maintain the privacy of official work information and data and demonstrate the highest level of ethical conduct.

The Department of Navy (DON) is an Equal Employment Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation, genetic information or any other non-merit factor. The DON provides reasonable accommodation to applicants with disabilities. Applicants with disabilities who believe they require reasonable accommodation should call 011-39-081-568-5612 or e-mail their request to [NAFPersonnel@eu.navy.mil](mailto:NAFPersonnel@eu.navy.mil) to ensure proper consideration. The decision to grant an accommodation will be made on a case-by-case basis.