

NONAPPROPRIATED FUND (NAF) POSITION GUIDE

1. POSITION NUMBER 20144	FLSA	X	NONEXEMPT	2. ORGANIZATION AND LOCATION 61 FSS/FSR-Resources LOS ANGELES AFB, CA
			EXEMPT	

3. POSITION TITLE INFORMATION TECHNOLOGY SPECIALIST (LEAD)	4. CLASSIFICATION NF-2210-IV	5. CLASSIFIED BY Elena G. Andrade 61 FSS/FSCN	6. DATE 20180419
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DUTIES AND RESPONSIBILITIES

Under direct supervision of the Resource Management Flight Chief, serves as Information Technology Specialist (Lead). As a working leader, performs the following types of duties: Provides day-to-day advice and guidance to employees for work assignments; relays instructions from the supervisor for work assignments; gets the work started and sets the work pace; demonstrates work methods and provides work-related guidance; and ensures that employees follow security and safety guidelines. Responsible for testing, installing, operating, managing and maintaining NiPR, EISP and E2NET network services for the 61st Force Support Squadron (61 FSS), in-house servers/LANs, Non-Networked (stand-alone) systems as well. Coordinates installation, implementation, maintenance and troubleshooting of LANs; as well as patching software including anti-virus programs. Fine tunes components to include hubs, switches and routers to achieve peak efficiency within the network(s). Installs, configures and troubleshoots network and application server hardware, network operating system software, PCI (Payment Card Industry) compliance, peripheral network equipment to include POS (Point-of-Sale) terminals, including but not limited to: routers, bridges, cabling systems, firewall and network interface cards. Analyze processes, problem activities and system designs of the FSS activities to comply with legal and regulatory requirements while meeting customer needs. Optimizes the functionality and performance of hardware and software systems and ensures availability, integrity, efficiency and reliability of services. Responds to trouble tickets/reports by analyzing problems, providing a technical solution and initiates corrective or preventative measures. Troubleshoots System and Network failures (EISP/E2NET) to isolate sources of the problem. Performs testing, troubleshoots and corrects problems relative to interface and interoperability of system components such as: hardware, software and application programs. Coordinates with base communication squadron/agencies in planning and developing new or additional network infrastructure capabilities. Keeps abreast of changes in technology to assist management in preparing for future enhancements such as smart phones, tablets and Blackberries. Provides input for future needs and prepares recommendations, justifications and specifications for equipment and applications. Functions as an FSS Client Support Administrator (CSA or FSA) for mission critical and unit specific software and hardware that operates on the base (BASE NiPR/.mil) network. Provides on-going technical support and assistance to users in the effective use of a wide range of applications, resolving end-user hardware, printer (network/stand-alone), peripheral and/or software issues. Performs other related duties as assigned.

QUALIFICATIONS

Must have experience that provides knowledge of the basic principles, theories, practices, techniques and terminology of discipline in the subject matter field. A four-year degree in computer/network field is desired but not required. Position requires knowledge of basic LAN/WAN and system principles and practices sufficient to install, configure, and troubleshoot components; knowledge of customer support principals, methods, and procedures for documenting problem resolutions and providing guidance and training to customers; knowledge of concepts and techniques required to assist in the planning, operation, and maintenance of a LAN/WAN, including the installation and implementation of enhancements; and ability to analyze routine network problems and recommend solutions. Experience leading other workers is required. Must satisfactory complete a pre-employment physical. Must be able to lift 52lbs. Work requires some physical exertion such as regular bending, crouching, stooping, stretching, reaching to move and correct computer equipment; and lifting of moderately heavy boxes. Subject to satisfactory completion of Tier-3 (Access National Agency Check with written Inquiries) background investigation. This position includes Information Assurance (IA) work as a paramount duty requirement. Information Assurance Certification is a condition of employment. Per DoD 8570.01-M, the incumbent of this position must achieve the appropriate IA certification within six months of assignment of these duties. Failure to receive the proper IA certification may result in removal of position.

PERFORMANCE STANDARDS

Must be able to appropriately and safely perform the duties listed above. Must be courteous and exercise tact and diplomacy in dealing with customers and 61 FSS staff. Ensures supervisor is informed of all projects and any information that may affect information technologies within the 61 FSS. Must display ability to communicate effectively, both orally and in writing.

TRAINING

All formal and informal training as deemed necessary by management. May include OJT, TDY, video/telephone conferences, and correspondence courses.

I certify that this is an accurate statement of this position and that the position is necessary to carry out nonappropriated fund functions for which I am responsible. This certification is made with the knowledge that this information is to be used for regulatory purposes relating to appointment and payment of nonappropriated funds and that false or misleading statements may constitute violations of such regulations.

SIGNATURE AND TITLE OF IMMEDIATE SUPERVISOR  Supervisory Accounting Technician	DATE 19 April 2018
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