



JOB TITLE	Computer Assistant
AGENCY	Commander, Navy Installations Command
BRANCH	N92 Fleet Readiness Programs
JOB ANNOUNCEMENT NUMBER	FFR21-0547
SALARY RANGE	\$18.00 - \$22.00 Hourly, Depending on Experience Plus Non-Taxable Post Allowance
OPENING DATE	Thursday, September 23, 2021
CLOSING DATE	Thursday, October 7, 2021
SERIES & GRADE	NF-0335-03
POSITION INFORMATION	Regular Full-Time
NUMBER OF VACANCIES	1
DUTY LOCATION(S)	Fleet Activities Okinawa, Japan
WHO MAY APPLY	Applicants with SOFA Sponsorship (including applicants with current Military Spouse Preference, Family member preference, and current Federal employees) within the local commuting area (within a 50 mile radius)

JOB SUMMARY

This position is assigned to Fleet and Family Readiness (FFR); Commander, Fleet Activities (CFA); Commander, Navy Region Japan (CNRJ); Commander, Navy Installations Command (CNIC); Okinawa, Japan and supports installation Information Technology (IT) systems and projects at Commander, Navy Region Japan. The primary purpose of this position is to receive helpdesk tickets, calls, emails and provide first line help desk support to users of various computers, operating systems, databases and software necessary to support program requirements of N9 Fleet & Family Readiness Programs. Applications include Management Information Systems (MIS), Point of Sale systems (POS), and other systems and programs used in support of Fleet & Family Readiness programs to include Morale, Welfare and Recreation (MWR), Navy Gateway Inns & Suites (NGIS), Child and Youth Programs (CYP), Fleet and Family Services (FFS) and Galley programs at the assigned location.

DUTIES AND RESPONSIBILITIES

- Provides timely help desk support by responding to end user questions and problems via online helpdesk, phone, e-mail and in person.
- Initiates and enters work order entries accurately and completely as a Tier 1 responder. Determines source of computer problems (e.g., hardware, software, user error), assigns priority, then resolves or refers to the appropriate specialist or technician for resolution.
- Translates technical terms into non-technical language for users so they can better understand the issue and the solutions.
- Troubleshoots routine or minor software and hardware problems. Assists specialist or technicians by performing a segment of their work (e.g., installation, repair). Assists end-users with software features, applications, functionality and escalates more complex problems to the appropriate specialist or technician. Serves as designated IT representative for ONE-NET for N9 programs. Manages and routes ONE-NET requests (e.g., System Authorization Access Request-Navy (SAAR-N), Request's for Change (RFC), Information Assurance Training).
- Identifies help requests that are attributable to other support agencies and refers user to the appropriate helpdesk or support department (e.g., ONE-NET, Systems Applications and Products (SAP), K.RONOS).
- Processes employee check-out notifications and ensures program accounts are terminated or transferred upon separation from N9.
- Tracks Accounting and Information Management System (AIMS) Network and ONE-NET user account status, documentation and required trainings.
- Manages AIMS and MIS/POS system user accounts.
- Assists specialists with the management and patching of Unofficial Quality of Life and Business computers.
- Assists specialists with the development, testing and deployment of new software packages and images.
- Assists specialist with regional and local projects, refreshes and system upgrades. Assists with maintaining IT asset inventory.

QUALIFICATIONS REQUIRED

Skill in supporting Windows 7 and 10 as well as Mac OSX 10.9 and above in a heterogeneous environment. Knowledge of computer servers and workstations, as well as printers, fax, copy machines and phone systems. Ability to take direction well and request assistance when needed. Ability to evaluate issues and use discretion in recognizing priority issues and escalate accordingly. Ability to apply customer support principles, in order to appropriately receive, respond to, and resolve help desk calls. Ability to maintain strict confidentiality standards and successfully pass a background check to maintain a position of trust. Ability to communicate effectively both orally and in writing.

Minimum requirements include at least one of the following:

EDUCATION

4 year degree from accredited university in Computer Applications, Computer Engineering, Computer Forensics, Computer Information Systems, Cyber Security, Information Technology, Software Development or other related field. **OR**

EXPERIENCE

At least one year of specialized experience working in a Cyber IT/Security Workforce position or equivalent position.

CONDITIONS OF EMPLOYMENT

This is a Non-Critical Sensitive Position that requires the occupant to be able to obtain and maintain a Secret Security Clearance.

This is a Basic Level Technical Support Specialist position within the Navy Cyber IT/Cyber Security Workforce. Occupant must meet SECNAV M-5239.2 Cybersecurity Workforce Requirements for Specialty Area 411, Basic, which can include:

EDUCATION

Degree from accredited university in Computer Applications, Computer Engineering, Computer Forensics, Computer Information Systems, Cyber Security, Information Technology, Software Development or other related field, **OR**

TRAINING

Training in one of the following topics CIN A-531-0767 Tactical Computers and Network Operator, CIN J-3B-0440 IP Basic, CYBR 1005 Security Essentials, NEC 737A Naval Tactical Command Support System II Manager, NEC 745A Information Systems Technician, or other related training, **OR**

CERTIFICATION

CompTIA A+ ce, CompTIA Network+ ce, Systems Security Certified Practitioner (SSCP), or other related certifications.

Requires signed Privileged Access Agreement.

May be required to work overtime during emergency situations.

Must be able to work varied work schedules to include evenings, weekends, and holidays. Schedule should be adjusted to avoid overtime when possible.

TRAVEL

Occasional travel of less than 20% may be required.

EDUCATION

Proof of education MUST be uploaded at time of application for consideration. If degree is not conferred, you MUST provide a copy of your high school diploma or equivalent with your college transcripts.

When education is a basic requirement for the position, or when substituting education for experience, applicants MUST submit a copy of your high school transcripts, college transcript, or a list of courses which includes grades earned, completion dates, and quarter and/or semester hours earned as part of your application package. Foreign education must include evidence that it is comparable to education received at accredited educational institutions in the United States. All substitutions of education for experience will be made in accordance with OPM approved qualification standards. Only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education are acceptable to meet positive education requirements or to substitute education for experience. For additional information, please go to the Office of Personnel Management (OPM) and the U.S. Department of Education websites at <http://www.opm.gov/qualifications> and <http://www.ed.gov/admins/finaid/accred/index.html>

OTHER INFORMATION

Some positions have special requirements. Selection may be tentative pending the completion of the satisfactory employment reference checks and receipt of proof of education (where applicable). Selectee

may be required to complete a one (1) year probationary period. Participation in the Direct Deposit/Electronic Fund Transfer is required. Salary is commensurate with experience and/or education.

The Department of the Navy (DON) is an Equal Employment Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, national origin, religion, sex, age, mental or physical disability, genetic information, reprisal, marital status, political affiliation, sexual orientation, or any other non-merit factor. The DON provides reasonable accommodations to applicants with disabilities. Applicants with disabilities who believe they may require reasonable accommodation(s) should email their request to MWR_Recruitment@fe.navy.mil to ensure proper consideration is given.

HOW YOU WILL BE EVALUATED

Using the qualifications of the positions, as predetermined Ranking and Rating Criteria of knowledge, skills, and abilities will be used for each application.

BENEFITS

All benefits offered (medical, dental, life insurance, spouse & dependent life insurance, long-term disability, retirement, and 401(k) savings plan).

You can review our benefits at: <http://www.navy.mwr.org/resources/hr>

HOW TO APPLY

Interested applicants can apply online at www.USAJOB.S.gov.

Or send resume/application and required documents via email to: MWR_RECRUITMENT@fe.navy.mil. Please visit our webpage at <http://www.navy.mwrokinawa.com/jobs>.

Or submit all required documents to CNRJ NAF Human Resources Office, Building 3597.

NOTE: Review the REQUIRED DOCUMENTS section to determine which applies to you and MUST be submitted online. You must submit a complete application by 11:59pm (Eastern Time) on the closing date reflected on the vacancy announcement.

REQUIRED DOCUMENTS

- Resume or NAF Application Form
- PCS Orders and Family Entry Approval (Military) OR Sponsor's Letter of Employment (Civilian)
- [OF-306](#) Declaration for Federal Employment (This is a REQUIRED form and MUST be signed in ink and dated within the opening and closing date of this vacancy announcement)
- Proof of Education (such as clinical licensure, transcripts/copy of degree(s)/certification(s)), if applicable to position requirements
- If claiming Veteran's Preference, please submit a legible copy of DD-214 (page 4)
- If you are a current federal employee, please submit your most recent Personnel Action Report (PAR) or SF-50

Note: *To receive consideration for a non-related degree or eligibility based on a combination of education AND experience, a college transcript is required. All transcripts MUST show student's name and the name of the awarding university or educational institution, degree type, awarded/conferred date, and the field of study. *If your degree has not been awarded/conferred, you must provide a copy of your HS Diploma or equivalent along with transcript(s). Transcripts from foreign colleges must be evaluated for U.S. equivalency in order to be considered. Applicants are responsible to obtain and submit proof of creditability of education as evaluated by a credentialing agency which is a private U.S. organization. Credential evaluations are not free and applicants are responsible for the cost of the selected service.*

AGENCY CONTACT INFO

Commander Navy Region Japan
NAF Human Resources Office (N941)
PSC 473 Box 12
FPO AP 96349-0001

Commander, Navy Installation Command
Tel: (315) 243-5446 / 046-816-5446
Email: MWR_RECRUITMENT@fe.navy.mil

WHAT TO EXPECT NEXT

Please ensure that your application/resume contains all the information requested in the vacancy announcement. If your resume or application does not provide all the information requested on this form and in the job vacancy announcement, **you may lose consideration for the job**. Applications received after the closing date **will not be considered**.