

**DELAWARE NATIONAL GUARD  
STATE POSITION VACANCY ANNOUNCEMENT**

**ADMINISTRATIVE DATA:**

Position Title:	Announcement Number:	Opening Date:	Application Deadline:
Information Technology Spec	PVA # 18-25	30-Jun-25	30-Jul-25
Position Description #:	Position Number:	Pay Scale & Grade:	Salary Range:
S81230-02	141599	GS-09	\$67,339.00 - \$87,539.00
Appointment Type:	Military Requirement:	Department:	Occupational Series:
Permanent	Non-Dual Status	Army	2210
Supervisory/Managerial Status:	Work Schedule:	Travel Required:	Relocation Authority:
No - Neither	Full-Time	Not Required	No
State Personnel Branch Contact Information:		Work Location:	
Email: ng.de.dearnng.list.hro-state@army.mil Phone: 302-326-7477		163 Scannell Bld Bethany Beach, DE	

**AREA OF CONSIDERATION:**

- ☐ **AREA I** - All presently employed permanent/indefinite Title 20 Non-Dual Status employees of the Delaware National Guard.
- ☐ **AREA II** - All presently employed permanent/indefinite Title 20 Dual Status employees of the Delaware National Guard.
- ☐ **AREA III** - All current military members of the Delaware National Guard (Army or Air) eligible for Title 20 employment.
- ☐ **AREA IV** - All other presently employed permanent employees of the Delaware National Guard eligible for Title 20 employment.
- ☒ **AREA V** - All personnel eligible for Title 20 employment in the Delaware National Guard.

**SELECTIVE PLACEMENT FACTORS:**

**APPLICATION PROCEDURES:** All interested applicants for this position must submit a completed DNG State Employment Application, Resume, Copy of front and back of valid Driver's License (or State Issued ID), & supporting/miscellaneous documents as required in the individual PVA. Application packets should include written or documented proof of education, training, and work experience deemed necessary to adequately respond to general and specialized experience. Professional licenses or education transcripts necessary to validate qualifications should be submitted as required in the PVA. Do not include photo copies of awards, letters of commendation, enlisted or officer performance reports, performance appraisals, and personal photos unless specifically requested in the PVA.

**Application packet must be forwarded to Joint Force Headquarters, ATTN: NGDE-HRO-SP via email to: ng.de.dearnng.list.hro-state@army.mil as one package, NOT LATER THAN 5:30:00 p.m. on the business day of the Application Deadline of the position.** Applications received AFTER the application deadline WILL NOT BE CONSIDERED.

**MINIMUM QUALIFICATION REQUIREMENTS:** Each applicant must show how they meet the General and Specialized Experience and other requirements listed below; otherwise, the applicant may lose consideration for this job.

**EVALUATION METHOD:** All applicants will be evaluated against the mandatory qualifications identified on this announcement IAW the NGB Qualifications Standard and/or the OPM Qualifications Standards as appropriate. Evaluation is based on the information provided by the applicant to determine if the individual possesses the minimum qualifications necessary to perform the duties and responsibilities of the position.

**EQUAL OPPORTUNITY:** The Delaware National Guard is an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to political, religious, or labor organization affiliation or non-affiliation, marital status, race, color, sex, national origin, age, non-disqualifying physical challenges (applicable only to competitive appointments) or any other factor not job related.

**CONDITIONS OF EMPLOYMENT**

- Selectee will be required to participate in Direct Deposit/Electronic Funds Transfer as a condition of employment.
- No commitment will be made to any nominee prior to a review of qualifications by this office.
- A pre-placement physical/examination MAY BE required for employment. (see position description)
- Must be able to obtain and maintain a SECRET Security Clearance
- Applicants must be legally authorized to work in the United States. DNG participates in E-Verify.

**Phillip M. Croall**  
Delaware National Guard  
Director, Human Resources

**DISTRIBUTION:**  
1 – Requesting Official  
1 – DNG Website

## SUMMARY OF DUTIES AND RESPONSIBILITIES

**The complete position description is on file in the HRO (State Personnel Branch) and available for review upon request**

- Manage all equipment and materials designated as IM "loaner" equipment. This equipment is designated to be loaned for temporary mission accomplishment and will include items such as computers, printers, cellular telephones, single lens projectors, overhead projectors, VCRs, TVs, sound systems, etc. The work in this mission area involves property and supply accountability, scheduling, operational serviceability and equipment preparation checks, and performing routine equipment maintenance. Gives thorough operational instructions to each user of the loaner equipment. Places orders as necessary to repair or replace unserviceable equipment and to maintain a stock of required operational supplies.
- Manages the IM self-service work center. This center includes operational computer workstations that are made available to users to use computer or video training materials (computer based training tapes), work on special projects with standard office automation software (word processing, graphical presentations, etc.), create computer graphics, scan materials, perform color printing, and create or reproduce non-copy righted video tapes. Maintains the skills for the use of all work center equipment to include, but not limited to computers, laptops, single lens projectors and digital cameras. Maintain equipment accountability; performs supply actions; maintains equipment; and instruct users with loaner equipment. Assists users with technical problems.
- 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.
- Serves as a technical support specialist on DOD, NGB, and state required automated systems and software programs. Required to diagnose and resolve problems in response to customer reported incidents. Researches and evaluates problems and provides feedback on problematic trends and patterns in customer related issues. Updates problem tracking and resolution databases. Provides customer training; and/or ensures the rigorous application of information security/information assurance policies, principles, and practices in the delivery of customer support services.
- Updates 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 contracts 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.

## SIGNIFICANT INFORMATION PERTAINING TO THIS POSITION

Information Assurance Certification is a condition of employment. This position includes information assurance (IA) work as a paramount duty requirement. Incumbents must complete appropriate training and obtain required certifications IAW DoDI 8140 or DOD 8570.01M or applicable governing document(s) for Cyber workforce as an IA Technician Level within 9 months of employment pending training seat availability. Failure to receive the proper IA certification may result in removal from this position.

## QUALIFICATION REQUIREMENTS:

### GENERAL EXPERIENCE:

IT related experience demonstrating attention to detail, customer service, communication, and problem solving.

### SPECIALIZED EXPERIENCE:

Minimum one (1) year experience at the GS-07 grade level or equivalent of experience managing equipment and materials, to include laptops, computers, single lens projectors, and digital cameras. Experience as a technical support specialist and knowledge of automated systems and software programs.

**SUBSTITUTION OF EDUCATION FOR SPECIALIZED EXPERIENCE:** Master's Degree or equivalent graduate degree OR 2 full years of progressively higher level graduate education leading to a master's degree or equivalent graduate degree

**QUALITY OF EXPERIENCE:** Length of time is not of itself qualifying. Applicant's experience will be evaluated on the basis of duties performed rather than strictly on the rank of the individual. The applicant's record of experience, training, and education must show possession of the knowledge, skills and abilities needed to fully perform the duties of the position.

## PROBATIONARY PERIOD

Employees will normally serve a one year probationary period. The probationary period is the initial one year intended to ensure the employee is capable of performing the duties of the job and to determine whether they have the qualities needed for continued employment. (TPR 300 para 1-7)