



VACANCY ANNOUNCEMENT NUMBER:		423 FSS VA19 RPA 660084											
OPENING DATE:	13 September 2019	CLOSING DATE:	11 October 2019										
POSITION TITLE:	IT Specialist	PAY:	£14.22 per hour										
PAY PLAN:	S-2210-09	CATEGORY	Full time 37.50 hours per week										
LOCATION/ACTIVITY:	RAF Alconbury												
BENEFITS:	Benefits include paid annual and sick leave and opportunity to join Group Stakeholder Pension Scheme. For additional information contact the LNDH team on 01638 544955												
DESCRIPTION:	<p>As the Information Technology Specialist responsible for the Force Support Squadron (FSS) assistance in the operation and maintenance of the installation and commercial computer networks and to provide technical assistance, training and support to customers. You will assist in administering the base local area network (LAN) and wide area network (WAN) for the FSS.Net and Enterprise Business networks. You will monitor ongoing operation of network systems to ensure hardware and software are functioning and operational standards are met. Identify and resolve network related problems occurring within the assigned area of responsibility. Respond to customer requests for assistance, ensuring trouble reports are handled expeditiously. Troubleshoot hardware, software, and LAN/WAN problems. Installation, maintenance, and upgrade of hardware, installation, maintenance, and update of software, drivers, and/or operating systems. Review audit logs and trace files to identify, analyze and isolate potential problem sources. Identify and determine corrective actions to be taken due to job failures not covered by established procedures. Identify applications, problems and trends; consult with programmers and operating personnel; explore applications, operating systems, hardware and software programs to pinpoint the source of problems; and initiates corrective actions in such a way as to minimize network service interruptions. Administer the network security program and assist in planning, testing and configuring FSS.Net and base LAN upgrades. Responsible for maintaining internal/external websites to include Share Point, and ensures maintenance and compliance are provided in a timely and effective manner. Perform duties associated with the latest in payment card industry (PCI) compliance and points of sale (POS) systems, with preference to experience in the field of PCI. Perform other related duties as assigned.</p>												
GENERAL EXPERIENCE:	<ol style="list-style-type: none"> 1. Knowledge of basic LAN/WAN and system principles and practices sufficient to install, configure, and troubleshoot components. 2. Knowledge of customer support principles, methods, and procedures for documenting problem resolutions and providing guidance and training to customers. 3. 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. 4. Knowledge of procedures and techniques necessary to gather, synthesize, and draw conclusions regarding trend analysis. 5. Ability to analyze routing network problems and recommend solutions. 6. Ability to communicate factual and procedural information clearly, both orally and in writing. 7. Knowledge of Local Area Network security requirements and techniques for protecting computer systems from viruses, data tampering, and unauthorized system entry. 8. Knowledge of IT security principles, policies, products and services to assess risk factors and advise on vulnerability to attack from a variety of sources (e.g. destructive programs/applications/viruses, unauthorized access, disruption of services, espionage) and procedures and methods for protection of systems and applications. 9. Knowledge of functions, capabilities and limitations of a variety of computers, computer network systems, and programs as well as computer-related software and hardware in order to install, test, upgrade, configure, diagnose and maintain proper functionality. 10. PCI knowledge and/or experience would be a beneficial. 												
OTHER SIGNIFICANT FACTS:	<ol style="list-style-type: none"> 1. The employee must obtain and maintain an appropriate security clearance. 2. The employee will be required to have at least one of COMPTIA A+, Network+ or Security + certification. 3. Work may occasionally require travel away from the normal duty station. 4. A valid CAT B drivers license is required. 5. Incumbent must attain Information Assurance Certification within six months of employment and requalify as required. Failure to receive the proper IA certification may result in removal from this position. 6. May be required to work other than normal duty hours and may be required to perform other duties as assigned. 7. Incumbent required to observe US Federal Holidays in lieu of UK Public Holidays 												
MEDICAL/SECURITY REQUIREMENTS:	<table border="1"> <tr> <td><input checked="" type="checkbox"/></td> <td>Security clearance</td> <td><input type="checkbox"/></td> <td>Immunizations</td> <td><input type="checkbox"/></td> <td>Pre-employment medical</td> <td><input type="checkbox"/></td> <td>FOOD HANDLERS</td> <td><input type="checkbox"/></td> <td>Defence Barring Service (DBS) certificate</td> </tr> </table>			<input checked="" type="checkbox"/>	Security clearance	<input type="checkbox"/>	Immunizations	<input type="checkbox"/>	Pre-employment medical	<input type="checkbox"/>	FOOD HANDLERS	<input type="checkbox"/>	Defence Barring Service (DBS) certificate
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HOURS OF DUTY:	Monday – Friday 0800-1630 hours												
WHO CAN APPLY:	<p>Citizens of the U.K., Nationals of European Community (EC) Countries, and Commonwealth Citizens, other Foreign Nationals, and Stateless persons provided no restrictions have been imposed as a condition of continued residency in the UK. This position may have certain restrictions to US citizens due to the SOFA agreement. For additional information contact the LNDH team on 01638 544955 How to apply: Interested candidates must complete an application form obtainable from the Civilian Personnel Webpage: www.mildenhall.af.mil/info/civilian-</p>												

[personnel/](mailto:100FSS.FSMC6@US.AF.MIL) All applications, with relevant attachments and/or CV/Resume must be submitted via email: 100FSS.FSMC6@US.AF.MIL to be received before closing date of this vacancy.
Proof of identification in the form of a photo ID will be required, for example a Driving license or current passport. All successful applicants will require a security clearance. Please note Pre-appointment Security Clearance requirements may delay start date.

EQUAL OPPORTUNITY EMPLOYER:

There will be no discrimination in employment practices based on gender, age, marital status, disability, race, nationality, religion or beliefs, sexual orientation, being or not being a member of a trade union.