

**DEPARTMENT OF THE NAVY, OFFICE OF CIVILIAN HUMAN RESOURCES (OCHR)
OVERSEAS PROGRAM CENTER EUROPE, AFRICA, CENTRAL
HUMAN RESOURCES OFFICE (HRO), NAPLES, ITALY
VACANCY ANNOUNCEMENT - LOCAL NATIONAL POSITION**



Announcement No.	62588-893632-SA
Position Title	IT Specialist (CUSTSPT), Ua-2210-03/02
Salary Range	Euro 2,645.24 – E 2,919.62 per month plus applicable allowances
Closing Date	31-MAY-2024
Work Schedule	Full-Time Permanent
Job Location	U.S. Naval Support Activity, Information Technology Department, Capodichino, Naples, Italy.

Notes

The application form has been revised as of 01 Nov 2022, and any prior version will not be considered. Candidates must electronically submit the application form via e-mail to the revised address as below:
usn.naples.ochrwashingtondc.mbx.hro-naples-in-jobs@us.navy.mil

- Please read the “Instructions for Completing the Employment Application” on the following page of this announcement before submitting your application.**
- In the SUBJECT LINE of the e-mail, indicate LAST and FIRST name of the candidate AND the vacancy announcement number and title (e.g. ROSSI, MARIO, 3049B-123456-EI, Office Automation Clerk).**
- Selectee will be required to favorably pass a pre-employment medical suitability examination as a condition of employment.
- Applicants must be able to read, write and speak fluently in both English and Italian. **Applications must be submitted in ENGLISH.**
- Selectee will be required to favorably pass a security background check as a condition of employment.
- This position will be filled at the Ua-03 entry level only. The incumbent may be non-competitively promoted to Ua-02 level, upon meeting eligibility and qualification requirements and based upon recommendation from supervisor.
- At the time of application, the applicant must possess a class “B” driver’s license. LICENSE GRADE AND NUMBER MUST BE INDICATED ON THE APPLICATION.
- Travel may be required.
- Lifting moderate weight to move/carry IT equipment may be required.
- May be required to work outside a regular schedule to include evenings, weekends, and holidays.
- This position has been designated as a **Cyberspace Workforce position in the DoD Cyber Workforce Framework (DCWF)** with primary work role of Technical Support Specialist (411) proficiency level intermediate and secondary work role of Product Support Manager (803) proficiency level intermediate and, as a condition of employment, the incumbent of the position is required to obtain and maintain qualification in accordance with DoDM 8140.03 Cyber Workforce Qualification and Management Program, February 15, 2023 and supporting Department of Navy policies. This designation requires the incumbent to Obtain the foundational qualification within nine months and the residential qualification within 12 months of appointment and maintain those credentials as described in DoDM 8140.03 for DCWF role of 411 - Technical Support Specialist and 803–Product Support Manager proficiency level intermediate. For more information, please review DoDM 8140.03 and supporting DON policies.

Who May Apply

Citizens of a member state of the European Union. However, applicants who hold both U.S. and Italian citizenship are not employable by the U.S. Forces in Italy.

Description of Duties

The Incumbent serves as the primary Customer Support Representative (CSR) and is responsible to provide, coordinate and integrate the Information Technology requirements, support, oversight, and guidance to Naval Support Activity employees. Serves as Subject Matter Expert as it relates to Managed IT Service product lines that include approved government IT hardware, approved Commercial Off the Shelf software applications on the overseas Navy Enterprise Network (ONE NET), Government issued Cellular Phones Wireless Devices, Landlines, Cable Television, and Video Teleconference equipment. Evaluates and interprets customer IT requests during the planning of projects, studies, or evaluations characterized by the need for substantial analysis of problems and formulates project recommendations. Prepares and submits Request for Changes for ONE NET Moves/Adds/Changes. Documents and tracks to completion using Claimant provided tool. Provides ONE-NET Desktop Support to include, but not limited to troubleshooting connectivity issues, Distribution List Administration, and software applications. Provides technical review of Independent Government Estimates for infrastructure modifications, upgrades, and installations. Reviews completed requirements to ensure project meets customer’s specifications. Assists IT Director with Field Engineering Support acquiring IT hardware quotes from Host Nation vendors to support submission of Information Technology Procurement Requests in accordance with Command’s instructions and Regional policies. Has Lead Role in preparation and submission of paperwork required to properly dispose of excess IT gear via Defense Reutilization and Marketing Service (DRMO) and in coordinating Technical Refresh efforts when requirement exists. Provides informal training and assistance to customers, and reports, responds to, and resolves customer requests regarding support of non ONE-NET systems.

<p>Qualification Requirements</p>	<p>All eligibility and qualifications must be met by the closing date of this announcement. Please visit https://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/2200/information-technology-it-management-series-2210-alternative-a/</p> <p>EXPERIENCE: One (1) year of specialized experience equivalent to the Ua-05 grade level or equivalent experience in the private or public sector that equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position, and is typically gained in the Information Technology (IT) field or through the performance of work where the primary concern is IT. This experience must demonstrate each of the four (4) competencies listed below:</p> <ol style="list-style-type: none"> 1. Attention to Detail - Is thorough when performing work and conscientious about attending to detail. 2. Customer Service - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services. 3. Oral Communication - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately. 4. Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations. <p style="text-align: center;">OR</p> <p>EDUCATION SUBSTITUTION FOR EXPERIENCE: One (1) full year of graduate level education above “Laurea” (Laurea + 60 CFU of the corso di Laurea Magistrale or Master I Livello) in any of the following IT related graduate university level education: Computer Science, Engineering, Information Science, Information Systems management, mathematics, Operations research, or Technology management. Such education must demonstrate the knowledge, skills, and abilities necessary to do the work.</p> <p><u>To receive credit, you must fill out the required fields on the “Employment Application” form.</u></p> <p>HOW YOU WILL BE EVALUATED: In order to qualify for this position, your application must provide sufficient experience and/or education, knowledge, skills, and abilities to perform the duties of the position. You will be rated based on the experience and education described on your application form.</p>
<p>Application Status</p>	<p>Status updates will be provided by position at the following website: https://cnreurfcent.cniv.navy.mil/About/Job-Openings/Local-National-Vacancies/</p> <p>Applicants may inquire about the status of their job applications by e-mailing to: usn.naples.ochrwashingtondc.mbx.hro-naples-in-jobs@us.navy.mil, and indicating in the SUBJECT LINE: “Inquiring on job application submitted by LAST and FIRST name, AND the announcement number with title, series, grade AND application DATE” (e.g. <i>Inquiring on job application submitted by ROSSI, MARIO, ANN# 3049B-123456-EI, Office Automation Clerk, Ua-0326-06, on 22 Nov 2022</i>).</p>

THE DEPARTMENT OF THE NAVY IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

Revised FEB 2024

DEPARTMENT OF THE NAVY, OFFICE OF CIVILIAN HUMAN RESOURCES (OCHR)
HUMAN RESOURCES OFFICE (HRO), NAPLES, ITALY (Revised Jan 2024)

INSTRUCTIONS FOR COMPLETING THE EMPLOYMENT APPLICATION (LOCAL NATIONAL – LN)

SUBMISSION OF EMPLOYMENT APPLICATION

Application **MAY ONLY BE SUBMITTED VIA E MAIL**. HRO will NOT accept “hard copy” applications. Submit your application to the **revised** e-mail address as below:
usn.naples.ochr@navy.mil

In the **SUBJECT LINE** of the e-mail, indicate **LAST and FIRST name of the candidate AND the vacancy announcement number and title (e.g. ROSSI, MARIO, 3049B-123456-EI, Office Automation Clerk)**.

Applications are **only** accepted if there is an open vacancy announcement.

Vacancy announcements may be downloaded from:
<https://cnreura.cent.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/>

The new application form may be downloaded from:
<https://cnreura.cent.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/>

Applications for white-collar positions (Ua) must be completed in English.

Applications for blue-collar positions (Uc) may be completed in Italian or English.

EMAIL APPLICATIONS NOT IN ACCORDANCE WITH INSTRUCTIONS LISTED BELOW WILL NOT BE CONSIDERED AND YOU WILL BE RATED “NOT QUALIFIED” BY HRO:

- Only one e-mail will be accepted per vacancy announcement. If more than one email is sent, only the most recent will be accepted;
- Utilize the last version of the application form downloaded from the CNIC website;
- Do not alter the content and the properties of the application;
- Application must be completed in its entirety answering ALL questions;
- Attach the application form only in **PDF** format utilizing only **ADOBE PDF Reader** (additional attachments are NOT necessary and must not be sent);
- **Do not send Postal Electronically Certified (PEC) emails;**
- The email and the attached application cannot exceed a maximum of 10MB;
- Verify the accuracy and validity of the information submitted;
- Application must be submitted **by the closing date** of the vacancy announcement. Late applications will not be accepted.
- **The candidate’s signature is NOT required on page 9 of the application form, however candidate must enter his/her LAST, FIRST name and DATE.**

WHO MAY APPLY (AREA OF CONSIDERATION)

- Citizens of a member state of the European Union.
- **Applicants who hold both U.S. and Italian citizenship are not employable by the U.S. Forces in Italy.** Only candidates specified in the “Who May Apply” section of the vacancy announcement may receive consideration.

QUALIFICATION REQUIREMENTS

Candidates must pay attention to the type of experience, education, certifications and licenses requested by the vacancy announcement and ensure that all this information, e.g. expiration dates as applicable, are reported in the appropriate block on the application form.

Work experience: Candidates must describe in **detail**, in their own words, any work experience related to the job vacancy and must specify:

- Job title (include pay schedule, series and grade if experience gained in the Federal employment);
- From/To dates of employment (month and year);
- Salary (monthly);
- WEEKLY HOURS;
- Employer’s name and address;
- Experience gained during military service, providing detailed description of duties performed;
- Language proficiency.

Position descriptions (PDs) will not be used in the evaluation of applications. Attachment of PDs to applications is not appropriate, as ratings will be made on descriptions furnished by candidates in their own words.

Typing Proficiency: Self-certify your typing proficiency in the appropriate block on the application indicating your typing speed when a “qualified typist (O/A)” certification is required. Qualified typists must meet a minimum of forty (40) words OR two hundreds (200) strokes per minute in English. Typing proficiency skills may be subject to verification.

Education: List any educational information on the application in detail. If education is used for qualifications purposes and a determination cannot be made based on the information provided, you will not be considered.

Educational documents obtained outside the European Union (EU), with the exception of the U.S.A., must be evaluated by an appropriate organization that specializes in interpretation of foreign educational credentials. Foreign language documents must be officially translated into either the English or Italian language. Graduate College or University level education is education beyond the Italian “Laurea 1 livello” or equivalent.

VERIFICATION OF DOCUMENTS

In case of selection, candidates **MUST** provide proof of work experience, education and other certifications or licenses as requested by the vacancy announcement and for which credit was received. HRO will proceed with the hiring process **ONLY** when all eligibility requirements are satisfactorily met.

NOTES

- Employment of relatives is restricted in accordance with NAVSUPACT policy.
- For positions identified as having known promotion potential (KPP), selectee may be non-competitively promoted to the next higher level upon successful completion of required training, meeting regulatory requirements, and upon recommendation by the supervisor.
- Lists of qualified candidates may be used to fill additional similar positions without further competition.
- Work experience certified on the application form is subject to verification with employers.
- “Local National” refers to citizens of a European Union member state.
- Internal employees may apply and be considered for positions at any lower grade; lower pay, or different employment category. Pay will be set according to articles 13 and 14 of the Conditions of Employment for LN employees effective 1 November 2018.