

**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.	<b>3049B-947751-SA</b>
Position Title	<b>IT Specialist (CUSTSPT), Ua-2210-03</b>
Salary Range	Euro 2,645.24 – E 2,919.62 per month plus applicable allowances
Closing Date	<b>12-JUL-2024</b>
Work Schedule	Full-Time Permanent
Job Location	Commander Navy Region Europe, Africa, Central, 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-ln-jobs@us.navy.mil](mailto:usn.naples.ochrwashingtondc.mbx.hro-naples-ln-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).**
- Applicants will receive an automatic e-mail from HRO, acknowledging receipt of their Employment Application. It is recommended that applicants add this e-mail address to their contacts so e-mails are not filtered to the junk or trash e-mail box.
- If an applicant does not receive this e-mail within 24 hours of submitting their Employment Application, it is applicant’s responsibility to contact HRO at: [usn.naples.ochrwashingtondc.mbx.hro-naples-ln-jobs@us.navy.mil](mailto:usn.naples.ochrwashingtondc.mbx.hro-naples-ln-jobs@us.navy.mil) or via telephone at DSN: 314-626-5409 / COMM: 081-568-5409, Mon-Fri, from 08:00-within the office duty hours.
- If there have been difficulties with submitting the Employment Application, the applicant has until the closing date of the Job Announcement to resend the e-mail with the application form. Any incident after the closing date of the Job Announcement will result in the request not being considered. There will not be exceptions to this rule.
- 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. Applications in Italian language will not be considered.**
- Selectee will be required to favorably pass a security background check as a condition of employment.
- 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)** work role of Technical Support Specialist (411) proficiency level intermediate and secondary work role of IT Project Manager (802) proficiency level intermediate, 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 Technical Support Specialist (411) proficiency level intermediate. For more information, please review DoDM 8140.03 and supporting DON policies.

**Who May Apply**

**Current permanent local national employees of Commander Navy Region Europe, Africa, Central Department (CNREURAFCENT) only.**

**Description of Duties**

The incumbent serves as the primary ONE-NET Customer Support Representative and 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 OCONUS Navy Enterprise Network (ONE-Net), Government issued Cellular Phones Wireless Devices, Landlines, Cable Television, and Video Teleconference equipment. Serves as liaison between the Naval Computer and Telecommunications Station (NCTS) and end users on technical issues. Performs customer helpdesk functions resolving customer questions or problems concerning information technology (IT) automations systems, software and/or hardware problems, telecommunication troubles and work orders. Receives, prioritizes, and tracks Regional and Installations’ work requests related to all automations equipment. Provides technical assistance to customers with installing, configuring, troubleshooting, and coordinates support actions with user, management, contractor personnel, maintenance vendors, and members at higher IT levels as required. Supports IT asset management efforts and policy enforcement at the region and installation level to ensure strict accountability during the course of the asset lifecycle. Analyzes a variety of unusual problems, questions, or conditions associated with a particular application area and formulates project recommendations. Monitors and tracks all Remedy entries related to all IT assets including inventory location, hardware, warranty, and lifecycle to make timely decisions ensuring spare parts are promptly ordered and available in time and distributed in accordance with the Installation N6 Program Directors. Provides asset management of IT equipment as it moves between and among the designated Hand Receipt Holders from initial issue to final disposal throughout the area of responsibility.

<p><b>Qualification Requirements</b></p>	<p><b>All eligibility and qualifications must be met by the closing date of this announcement. Please visit <a href="https://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/2200/information-technology-it-management-series-2210-alternative-a/">https://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/2200/information-technology-it-management-series-2210-alternative-a/</a></b></p> <p><b>EXPERIENCE:</b> 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 include Information Technology (IT) related experience that demonstrates each of the following four competencies:</p> <ol style="list-style-type: none"> <li>1. <b>Attention to Detail</b> - Is thorough when performing work and conscientious about attending to detail.</li> <li>2. <b>Customer Service</b> - 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.</li> <li>3. <b>Oral Communication</b> - 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.</li> <li>4. <b>Problem Solving</b> - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.</li> </ol> <p style="text-align: center;"><b>OR</b></p> <p><b>EDUCATION SUBSTITUTION FOR EXPERIENCE:</b> 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><b><u>To receive credit, you must fill out the required fields on the “Employment Application” form.</u></b></p> <p><b>HOW YOU WILL BE EVALUATED:</b> 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><b>Application Status</b></p>	<p>Status updates will be provided by position at the following website:  <a href="https://cnreurafcenr.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/">https://cnreurafcenr.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/</a></p> <p>Applicants may inquire about the status of their job applications by e-mailing to: <a href="mailto:usn.naples.ochrashingtondc.mbx.hro-naples-in-jobs@us.navy.mil">usn.naples.ochrashingtondc.mbx.hro-naples-in-jobs@us.navy.mil</a>, 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)  
OVERSEAS PROGRAM CENTER (OPC) EUROPE, HUMAN RESOURCES OFFICE (HRO), NAPLES, ITALY (Revised 1 Jul 2024)  
INSTRUCTIONS FOR COMPLETING THE EMPLOYMENT APPLICATION (LOCAL NATIONAL – LN)**

**SUBMISSION OF EMPLOYMENT APPLICATION**

**Application MAY ONLY BE SUBMITTED VIA E-MAIL IN ENGLISH.**

HRO will NOT accept "hard copy" applications. Submit your application to the **revised** e-mail address as below:  
[usn.naples.ochr@navy.mil](mailto: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://cnreurafcnt.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/>

The new application form may be downloaded from:

<https://cnreurafcnt.cnic.navy.mil/About/Job-Openings/Local-National-Vacancies/>

**(NEW)** Applications for white-collar (Ua/Q) and blue-collar (Uc) **MUST** be completed in English language only. Applications in Italian language will not be considered.

**EMAIL APPLICATIONS NOT IN ACCORDANCE WITH INSTRUCTIONS LISTED BELOW WILL NOT BE CONSIDERED AND YOU WILL BE RATED "NOT QUALIFIED/INELIGIBLE" 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 CNREURAFCENT website;
- Do not alter the content and the properties of the application;
- Application form 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 European Union member state.
- **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:

1. Job title (include pay schedule, series and grade if experience gained in the Federal employment);
2. From/To dates of employment (month and year);
3. Salary (monthly);
4. WEEKLY HOURS;
5. Employer's name and address;
6. Experience gained during military service, providing detailed description of duties performed;
7. 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:**

- If education is used for qualification purposes, the title of the degree/certificate/diploma **AND** all courses/subjects **MUST** be translated into English.
- 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 to English.
- Graduate College or University level education is education beyond the Italian "Laurea 1 livello" or equivalent.

**VERIFICATION OF DOCUMENTS**

Prior to appointment, selectees **MUST** provide verification 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.

**INTERVIEWS AND SELECTIONS**

Interviews and selections are made by the Hiring Manager of the department requesting the vacancy announcement. Selectees will be notified exclusively by a staff member of the HRO.

**NOTES**

1. Employment of relatives is restricted in accordance with NAVSUPACT policy. Relatives cannot be in the same line of supervision of another relative.
2. If a candidate is selected at a lower grade level for a position with promotion potential (e.g. UA-05/04/03), he/she can be promoted to the target level without further competition at management's request.
3. Lists of qualified candidates may be used to fill additional similar positions without further competition.
4. "Local National" refers to citizens of a European Union member state.
5. 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 April 2024.