

U. S. DEPARTMENT OF THE NAVY
HUMAN RESOURCES OFFICE – BAHRAIN
VACANCY ANNOUNCEMENT
MERIT PROMOTION PROGRAM

ANNOUNCEMENT #: NSA-25-055

POSITION: Information Technology Specialist (SYSADM/CUSTSUP)

PP-SERIES-GRADE: BG-2210-09/11

MONTHLY SALARY RANGE: BD684.444-BD1476.233

LOCATION: Fleet & Family Readiness (FFR) Dep, NSA Bahrain

OPENING DATE: 04-DEC-2025

CLOSING DATE: 17-DEC-2025

APPOINTMENT TYPE: FULL TIME / PERM

HOUR OF DUTY: 40 HRS

VACANCIES: 01

WHO MAY APPLY: NON-U.S. CITIZEN FAMILY MEMBERS OF DOD CIVILIAN EMPLOYEE AND/OR MILITARY SPOUSES; BAHRAINI CITIZENS; ARAB NATIONALS; THIRD COUNTRY NATIONALS; CURRENT BG EMPLOYEES.

IMPORTANT INFORMATION:

Please note the change in our email address. New email address to submit your application is:

applicationbahrain@us.navy.mil

For inquiries: HROBahrain@us.navy.mil

1. All applicants are required to complete the Foreign National Screening Questionnaire Form and this Form must be dated within the last 12 months. Failure to attach the form to your application will result in non-consideration. This Form is located in the Job Portal <https://cnreurafcnt.cnic.navy.mil/Installations/NSA-Bahrain/Operations-and-Management/Human-Resources/Job-Openings/>
2. Please read the "HOW TO APPLY" section in this announcement carefully for instructions and apply Online at: applicationbahrain@us.navy.mil
3. All Resumes/CVs not received by the closing date will NOT receive consideration.
4. Failure to follow all the instructions will result in the Non-Consideration of your application.

ABOUT THE JOB

This position is located at the U.S. Naval Support Activity (NSA) Bahrain in the Support Services Division of Fleet Readiness (N94) Department. The incumbent serves as an Information Technology Specialist to the N94 Department. The incumbent is responsible for daily operations and maintenance of Information Technology Systems utilized by the N9 Department, including Morale, Welfare and Recreation (MWR), Child and Youth Program (CYP), ISA Moral Welfare and Recreation (MWR). Incumbent provides System Administration of CNIC MWR centric suite of applications to include AIMS, CYMS, QUIBICA, RECTRAC, GOLFTRAC and FOODTRAC system user accounts. Administers the modification, additions, and deletion of information contained in MWR databases. Installs, maintains and updates Point of Sales systems, Credit Card systems and all peripheral devices on the AIMS network and stand-alone computer system at MWR and CYP facilities. Ensures AIMS network systems remain in compliance with security updates, manually installs updates when necessary. Provides remote/desk-side support and end-users with software features, applications and functionality escalating more complex problems to the appropriate channels. Installs, configures and maintains access controls systems utilizing RECTRAC software/hardware interfaces. Independently resolves RECTRAC/CYMS network reported issues or escalates to the appropriate SME IT specialist for resolution. Performs preventive maintenance of current systems, identifies and corrects problems encountered, and researches potential problems based on a thorough knowledge of current system capabilities, applying working knowledge of information technology techniques. Monitors and troubleshoots IT systems availability. Maintains version control of all operating systems and standard supported software as they become available. Schedules downtime to minimize user impact. Schedules, monitors, and verifies the integrity of system backups and restore data as needed. Corrects security vulnerabilities in assigned systems in response to problems identified in vulnerability reports. Assists and contributes to special events planning, providing on-site technical assistance for special events to include IT solutions such as setting up networks consisting of Point of Sales, safeguarding and removing systems. Installs communications wiring in compliance with Ethernet Standards. Submits Information Technology Purchase Requests (ITPRs) utilizing NAVITAS. Serves as the primary POC for ONE-NET N92 programs. Manages,

creates, coordinates and routes with N6 Department applicable requests such as: System Authorization Access Request- Navy (SAAR-N), Request for Change (RFC), and Information Assurance Training. Performs the daily management and patching of Unofficial Quality of Life and Business computers, development, testing and deployment of new software packages and images, regional and local projects, refreshes and system upgrades as directed by MWR EURAFCENT or CNIC. Employee performs routine and recurring assignments in the delivery of customer support services, completing assignments independently or in support of higher graded specialist. Provides advanced assistance to end-users in solving difficulties through on-site troubleshooting. Assist with network requirement, specification and implementation to include basic network operations, installation, set-up and troubleshooting. Resolves operating problems, analyzes problem situations, and devise a course of action to fit the specific conditions involved. Installs and test network software and various peripheral devices and hardware on systems to ensure system is functional and meets user's performance requirements. Provides support with maintenance, configuration, and reliable operation of end-user RECTRAC and CYMS Points of Sale and Swipe computer systems. Monitors and responds quickly to incoming requests related to IT issues to include Points of Sale, CCTV, and networks devices. Presents formal and informal training, guidance, and assistance to customers. Provides routine advice and guidance to customers requesting information on established policy or procedures, including those related to information security/information assurance. Participates in internal staff meetings, sharing information obtained through research of tracking/ticketing systems, presenting alternatives and recommendations for improving customer service delivery, and assisting higher graded specialists in preparing for such meetings or data calls. Ensures application of information security/information assurance policies, principles, and practices in the delivery of customer support services.

QUALIFICATIONS/EVALUATION REQUIREMENTS

BG-09

Education: 1 full year of graduate level education or [superior academic achievement](#). All academic degrees and coursework must be from accredited or pre-accredited institutions.

Undergraduate or Graduate Education: Degree in computer science, engineering, information science, information systems management, mathematics, operations research, statistics, or technology management **or** degree that provided a minimum of 24 semester hours in one or more of the fields identified above and required the development or adaptation of applications, systems or networks.

Superior Academic Achievement: The superior academic achievement provision is applicable to all occupations covered by this standard.

Superior academic achievement (S.A.A.) -- It recognizes students who have achieved superior academic standing as evidenced by one of the three methods described below. In order to be creditable under this provision, superior academic achievement must have been gained in a curriculum that is qualifying for the position to be filled.

S.A.A. is based on (1) class standing, (2) grade-point average, or (3) honor society membership.

1. **Class standing** -- Applicants must be in the upper third of the graduating class in the college, university, or major subdivision, such as the College of Liberal Arts or the School of Business Administration, based on completed courses.
2. **Grade-point average (G.P.A.)** -- Applicants must have a grade-point average of:
 - **3.0 or higher out of a possible 4.0 ("B" or better)** as recorded on their official transcript, or as computed based on 4 years of education, or as computed based on courses completed during the final 2 years of the curriculum; or
 - **3.5 or higher out of a possible 4.0 ("B+" or better)** based on the average of the required courses completed in the major field or the required courses in the major field completed during the final 2 years of the curriculum.

Grade-point averages are to be rounded to one decimal place. For example, 2.95 will round to 3.0 and 2.94 will round to 2.9.

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The G.P.A should be credited in a manner that is most beneficial to the applicant. For example, applicants may list their G.P.A. as recorded on their final transcript, or they may choose to compute their G.P.A. The specific provisions are detailed below:

- G.P.A. as recorded on the final transcript. The final transcript must cover the period being used to determine G.P.A., i.e., all 4 years or last 2 years.
- G.P.A. including course work after bachelor's degree. Undergraduate course work obtained after an applicant has received a bachelor's degree can be credited in computing the G.P.A. of applicants who need those courses to meet minimum qualification requirements, i.e., the courses are required by the standard or by the individual occupational requirement.
- G.P.A. excluding pass/fail courses. Applicants usually cannot claim credit based on their overall G.P.A. if more than 10 percent of their total credit was based on pass/fail or similar systems rather than on traditional grading systems. However, if they can document that only their freshman-year courses (25 percent or less of their total credit) were credited on a pass/fail or similar system, they can use their overall G.P.A. to claim Superior Academic Achievement. If 10 percent or fewer credits or only freshman-year courses were based on pass/fail or similar systems, such credits can be ignored and the G.P.A. computed on the graded courses. Applicants can, however, still claim credit based on their last 2 years if 10 percent or fewer credits were based on pass/fail or similar systems. Applicants who cannot claim credit under the G.P.A. requirements may claim credit for superior academic achievement only on the basis of class standing or honor society membership.

Election to membership in a national scholastic honor society -- Applicants can be considered eligible based on membership in one of the national scholastic honor societies recognized by the Association of College Honor Societies (ACHS) <https://www.achshonor.org/>. Agencies considering eligibility based on any society not included in the ACHS list must ensure that the honor society meets the minimum requirements of the Association of College Honor Societies. Membership in a freshman honor society cannot be used to meet the requirements of this provision.

AND

SPECIALIZED EXPERIENCE: One (1) year of specialized experience equivalent to at least **BG-7** level. Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the Occupation in the organization, **including the below experience statements:**

1. Communicating IT problems and issues to higher technical support teams; AND
2. Managing and troubleshooting database failures; AND
3. Programming and managing routers and switches for IT customer support; AND
4. Replacing failed computer hardware for IT support; AND
5. Troubleshooting computer hardware and software to diagnose problems.

BG-11

Education: A 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.

AND

SPECIALIZED EXPERIENCE: One (1) year of specialized experience equivalent to at least **BG-9** level. Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the Occupation in the organization, **including the below experience statements:**

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1. Applying scientific methods or techniques in analyze IT system; AND
2. Applying principles and practices to perform research analysis on IT systems; AND
3. Analyzing and applying research procedures to recommend IT solutions to senior analysts; AND
4. Gathering and analyzing data to provide IT solutions to problems.

Qualification requirements contained in this vacancy announcement are based on the U.S. Office of Personnel Management (OPM) Standards Handbook, which contains Federal qualification standards. This handbook is available on OPM's website at

<http://www.opm.gov/qualifications>

<https://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/#url=2200-ndx>

<https://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/2200/information-technology-it-management-series-2210-alternative-a/>

BASIC REQUIREMENTS:

- You must meet ALL qualification requirements by the closing date of this announcement.
- To qualify for this position, your resume/CV must show sufficient experience and/or education, knowledge, skills, and abilities to perform the duties of the specific position for which you are being considered. Resumes/CVs that do not reflect the necessary experience/education to meet the qualification standards for the job will not be referred for consideration.
- Generally, current BG Civilian employees applying for BG jobs must serve at least one year at the next lower grade level. This requirement is called time-in-grade. **All qualifications and time-in-grade requirements must be met by the closing date of this announcement and clearly documented in your resume.**
- Eligible applicants will be evaluated based on a comparison of the position requirements against the quality and extent of the experience or related education as reflected on their resume/CV.
- **Please note: If you do not identify the name and phone number of each employer, the title of each job performed (including pay plan and grade if applicable), as well as the start and ending dates (Month/Year) of employment in your Resume/CV your application will NOT be referred for consideration.**
- **Candidates MUST ensure:**
 - **Work experience clearly shows knowledge of the subject matter pertinent to the position.**
 - **Number of hours (40/48hrs) performed per week.**
 - **Technical skills to successfully perform the duties of the position.**
 - **Ability to communicate both orally and in writing.**

CONDITIONS OF EMPLOYMENT

- Applicant must be able to speak, read, write and understand English fluently.
- Applicant must be 18 years of age at the time of application.
- External applicants other than Bahraini/Arab Nationals must be registered in LMRA.
- Applicants whose sponsors are exempted from LMRA should provide valid proof of exemption.
- A Current Good Conduct Certificate dated within 3 months of this announcement will be requested at the time of Job Offer.
- PASSPORT MUST BE VALID FOR AT LEAST 6 MONTHS AT APPLICATION RECEIPT DATE.
- VISA AND CPR MUST BE VALID FOR AT LEAST 3 MONTHS AT APPLICATION RECEIPT DATE.
- Must possess and maintain a valid Bahrain Driver's License.
- Must be able to obtain and maintain qualification in accordance with DoDM 8140.03 Cyber Workforce Qualification and Management Program and supporting Department of Navy policies. Obtain 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 proficiency level Basic.
- Participate in continuous professional development program as described in DoDM 8140.03. An annual 20 hour minimum of Cyber Workforce related continuous professional development must be documented and completed in a current individual development plan signed by both the employee and supervisor. Continuous professional development begins in the fiscal year after the employee has obtained both foundational and residential qualification requirements.
- Incumbent on this position must be available to work on weekends, holidays and overtime if required. The duties of this position are considered to be Mission Essential (ME).

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- This position requires incumbent to perform temporary duty travel approximately 20% of his/her time.
- Acknowledge responsibilities in writing via command designation letter.

REQUIRED (✓) DOCUMENTS (MANDATORY) ALONG WITH APPLICATION:

No.	Documents	Non US Dependent of US Civ/ Military Spouse Preference (MSP)/Family Member Preference (FMP)	Non US Spouse & Family Member of US Military or US CIV Employees	Current BG Employees	Bahraini National	Other Nationals	NSA Bahrain Sponsored Spouse & Family Members of Current BG employees
1	Resume or CV (ABSOLUTELY NO PHOTOS/PICTURES). One resume per application ONLY	✓	✓	✓	✓	✓	✓
2	Transcripts (if qualifying on basis of education) Transcripts must be translated to English to be considered.	✓	✓	✓	✓	✓	✓
3	Copy of CPR (Front & Back) - Must be valid for at least 3 Months				✓	✓	✓
4	Copy of Passport - Must be valid for at least 6 Months	✓	✓		✓	✓	✓
5	Copy of Work Residence Permit - Must be valid for at least 3 Months					✓	
6	Copy of SF-50			✓			
7	Family Affiliation (Sample format available in Job Portal)	✓	✓	✓	✓	✓	✓
8	Foreign National Screening Questionnaire (Blank form available in the Job Portal)	✓	✓	✓	✓	✓	✓
9	Copy of PCS orders with dependents listed AND Dependent entry approval	✓					
10	Copy of Visa (Multiple entry/Re-entry), AND Dependent entry approval		✓				
11	Copy of Residence Permit (Endorsement Residence)						✓
12	Applicants whose sponsors are exempted from LMRA should provide valid proof of exemption.	✓			✓	✓	
13	Copy of Bahrain Driver's license (Front & Back) - Must be valid at least 3 Months.	✓	✓	✓	✓	✓	✓

Please Note: NSA Bahrain sponsored spouse & family members of BG employees are now eligible to be considered for employment on NSA Bahrain.

MILITARY SPOUSE PREFERENCE (MSP)/FAMILY MEMBER PREFERENCE (FMP):

Military spouse preference and Family member preference applicants (Non US Spouse & Family Members of US Civilian or US Military), will receive priority consideration. To be eligible for military spouse preference/family member preference, applicants are required to provide a copy of their Sponsor's PCS orders with dependents listed, and their Dependent entry approval letter at the time of application, to exercise their preference status. If MSP/FMP documents are not provided by the closing date of the announcement, military spouse preference/family member preference will not be applied.

ADDITIONAL DOCUMENT REQUIREMENTS

- All documents must be legible. No photos/pictures are permitted on resumes.

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- Do not submit training certificates, letters of appreciation, experience certificates and any other documents not listed on this announcement.
- Please provide information regarding any relatives currently employed by the U.S. Navy in Bahrain. The written statement should state if you have or do not have a family member working with the U. S. Navy. This information may be provided in your Resume/CV or in an attached statement. Failure to disclose any/all family affiliations will result in the non-consideration of application or termination of employment.
 - Full name of relative (as reflected on CPR Card), Relationship (e.g., spouse, brother, cousin, uncle, etc.), Job Title, and Department.
- If all the required documents above are not provided by the closing date of the announcement, your resume/CV will not receive consideration.
- Transcripts must be translated to English to be considered.** Education documents obtained outside of Bahrain, with the exception of the United States, **MUST** be evaluated by an appropriate organization that specializes in interpretation of foreign educational credentials. While unofficial transcripts (translated into English) are acceptable for initial application, an official transcript evaluated by a U.S. based credentialing service will ultimately be required if you are selected for the position. Please utilize the following link for service providers. <https://www.naces.org/members>.

HOW TO APPLY

****ANY**** applicant within the “WHO MAY APPLY” section of this announcement may now submit application online at: applicationbahrain@us.navy.mil

- Your application **MUST** have the Announcement Number in the subject line of your e-mailed application (i.e. NSA-25-XXX) **AND** be received by the closing date. If this requirement is not met your application will not be considered.

Send	To...	Application Bahrain;
	Cc...	
	Subject	NSA-20-XXX
	Attached	Passport.pdf (21 KB); Transcripts.pdf (21 KB); Family Affiliation.pdf (21 KB); Resume-CV.pdf (21 KB); ID Scans.pdf (21 KB)

- Your application **WILL NOT** be considered if the announcement number is not in the e-mail subject line.
- Only **ONE** email will be accepted per vacancy announcement. If more than one email is sent only the most **RECENT** will be accepted.
- Failure to submit applicable required documents (as attachments) will result in your application not being considered.
- Your resume will **not** be kept on file – it will only be used for this announced vacancy. If you wish to apply for another vacancy then you will have to send in another resume.
- PLEASE DO NOT** submit your documents as **zip files** or **pictures** (.JPEG, .JPG, .PNG, .GIF). Documents/Attachments other than PDF or Word Files will not be considered.

AN EQUAL OPPORTUNITY EMPLOYER

The Department of Navy is an Equal Employment Opportunity Employer. All qualified candidates will receive consideration without regards to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation, or any other non-merit factor.

WHAT TO EXPECT NEXT

Once your completed application is received we will conduct an evaluation of your qualifications. The candidates rated eligible will be referred to the hiring manager for further consideration. No notifications are given regarding receipt or status of your application. **You will only be notified if you are selected for the position.**

For further inquiries please call 1785-4763 or e-mail us at HROBahrain@us.navy.mil.

We will not be accepting resumes that are sent to this e-mail.

**** Please note that HROBahrain@us.navy.mil is for INQUIRIES ONLY. Do NOT submit your resume to this e-mail. ****