

**WEST VIRGINIA MILITARY AUTHORITY  
1703 COONSKIN DRIVE  
CHARLESTON, WV 25314  
POSITION VACANCY ANNOUNCEMENT  
ANNOUNCEMENT NUMBER: ML201105**

**OPENING DATE:** November 2, 2020

**CLOSING DATE:** November 16, 2020

**LOCATION:** Mountaineer Challenge Academy - North, Kingwood, WV

**JOB TITLE:** MA Information Systems Specialist #6045

**FUNCTIONAL TITLE:** MCA South Information System Specialist

**SALARY RANGE:** \$36,564 - 54,684

**Note: Position carries a six months probationary period.**

**HOW TO APPLY:** Anyone interested in applying for this position must submit a **completed State of West Virginia Application for Employment and resume** by the Closing Date listed to: West Virginia Military Authority, Attn. HR - employment application, 1703 Coonskin Drive, Charleston, WV 25311 or email to [deborah.s.taylor28.nfg@mail.mil](mailto:deborah.s.taylor28.nfg@mail.mil).

Applications may be obtained from the following web link:

<https://www.wv.ng.mil/Portals/22/Forms-Regulations/WVMA%20application%20-%2020180828.pdf>

#### **NATURE AND SCOPE OF WORK**

The person in this position receives supervision from the Deputy Director. The purpose of this position is to provide computerized information system support for the Mountaineer Challenge Academy. Participates in a 24-hour emergency call schedule. The MIS performs technical work installing, maintaining and supporting desktop computers and some Local Area Network/Wide Area Network (LAN/WAN). Ensures continuous operation by readying the system, responding to prompts and enters any data required by the system. Troubleshoots software and hardware problems, pulls cable, and installs hardware. Reviews literature and recommends purchase of hardware and software. Install, moves and replaces personal computer terminals, printer cables and other equipment as necessary. The MIS supports both the educational and operational needs of the Academy and trains the Staff on software and program formats. The general duty day for this position is Monday – Friday, with some evenings and weekends; requires travel, and is subject to on-call status. Performs related work and other duties as required.

#### **DUTIES AND RESPONSIBILITIES**

1. Assist in establishing procedures and systems to adequately and properly maintain Cadet and program evaluation and assessment data.

2. Operate equipment and software required to maintain the program information systems: currently – Windows 2000 servers, Windows 2003 domain servers, Windows 2003 file servers, Microsoft Exchange server, Blackberry server, LAN/WAN (routers, firewall, T1 connectivity), digital video recorders and camera systems, 15-+ node network, PLATO education software, and telecommunication system.
3. Maintains over 70 computers in 3 training classrooms to help ascertain GED's by keeping all software updates, virus programs, operating systems current; troubleshooting hardware and software problems and doing general maintenance on each computer.
4. Coordinate with the National Guard Bureau in providing reports, records, and information on the databases; prepare reports for NGB, WV National Guard and Senior Academy Staff.
5. Maintains security camera system for the main building, barracks, and laundry facility with over 140 cameras and multiple DVR servers.
6. Manages highly complex computer systems to include identification and correction of both hardware and software anomalies.
7. Serves as focal point for technical communication with software and hardware vendors, State and Federal agencies and commercial communication services for the Academy to resolve problem areas.
8. Provides data processing technology expertise to all facets of Academy activities for electronic information collection, preparation and dissemination.
9. Set up connections for video conferences and maintain necessary equipment.
10. Must be physically capable of participating in Academy requirements including, but not limited to: classroom instruction, Acclimation, field trips, bus rides, sporting events, operating a 15 passenger van, 16-hour work days, and lifting 40 lbs of materials and equipment.
11. Must have a valid driver's license, pass a criminal background check and pass drug screenings.
12. Must travel and attend off-site training.

## **EXAMPLES OF WORK**

1. Provides on-site and remote technical support for personal computers, laptops, and other peripheral computer equipment; installs and supports local area networks (LAN) equipment including routers, switches, controllers, cabling, network and local printers; uses diagnostic tools and/or monitoring software to identify problems including security issues; contacts vendors for technical assistance on repairs/upgrades as necessary.
2. Instructs users by phone and email on solutions for hardware and software problems; supports users with technical and system problems relating to network access, printer access, and operations for LAN and mid-range computers in the program.
3. Creates and maintains new access cards and software for the Galaxy Access Card System. Troubleshoots access and door problems.
4. Troubleshoots and maintains connectivity between multiple locations of a wide area network (WAN), and assures operational connectivity for personal computers.
5. Removes old equipment and installs replacement equipment.
6. Installs and maintains network components, computer hardware, and multiple applications for the program, and tests new hardware and software.
7. Documents all work activities and maintains an in-call tracking system.
8. Assists in the configuration of computer networks including servers and includes design of wiring and electrical plans for personal computer networks, telecommunication, FAXES, and copiers.

9. Uses error logs in servers and switches to verify proper operation and to troubleshoot problems.
10. Plans and conducts one-on-one or group training on computer applications, operations, systems and on proper use of computer equipment; develops training modules and instructional materials for user training.
11. Maintains detailed inventory of hardware and software.
12. Properly manages confidential and sensitive information.
13. Performs back-up and recovery procedures.
14. Assists in the requisitions for hardware, software and/or maintenance.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

1. Knowledge of computer operating systems and general programming skills to utilize high-level consumer application software effectively.
2. Knowledge of the basic functions and operations of the program.
3. Knowledge of the principles and practices of data processing and personal computing.
4. Knowledge of data processing procedures and equipment involved in operating a LAN.
5. Knowledge of backup and recovery procedures.
6. Knowledge of methods used to correct job production problems.
7. Knowledge of proper techniques to handle, record, store, and dispose of Personal Identifiable Information.
8. Skill set in Microsoft Office package.
9. Skill to create user accounts, data files and directories, network security policies and attributes for users.
10. Skill to function as system administrator; create/delete accounts, create groups, etc.
11. Ability to understand technical manuals and apply the methods to correct problems.
12. Ability to maintain accurate detail records according to a prescribed format.
13. Ability to communicate effectively in both written and oral formats with co-workers.

#### **TRAINING AND EXPERIENCE** (Evaluation: 1.Educaton 2.Experience 3.Training)

High school diploma or GED and **one** of the following three experiences:

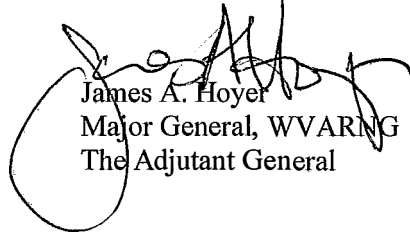
1. Successful completion of twelve semester hours of computer science from an accredited college or university.
2. Successful completion of an information technology, networking, electronics, computer science, computer programming or data processing program of at least 1080 clock hours from a secondary vocational or technical school, commercial college or school of comparable level.
3. Successful completion of industry recognized, authorized, or certified personal computer or server support, LAN administration, network service, support, and network instruction.

**SUBSTITUTION:** One year of full-time equivalent part-time paid experience in providing direct personal computer support, computer programming, systems development: or sale, installation and testing of terminals or personal computers and peripherals may be substituted for the required training.

#### **SPECIAL REQUIREMENTS**

1. As a condition of employment, MCA employees are required to purchase and maintain uniform items (embroidered MCA polo shirts and khaki pants) which must be worn when designated.

2. Position is contingent upon receipt of continued Department of Defense funding.
3. This position falls under the West Virginia Public Employees Retirement System (PERS).
4. Consideration will be given to all qualified applicants without regard to race, color, religion, sex, national origin, politics, age, membership or non-membership in an employee organization.
5. State positions announced by the Adjutant General are at-will employment positions. The term at-will means that the employee may be terminated at anytime without cause.
6. A pre-employment drug screen is mandatory.



James A. Hoyer  
Major General, WVARNG  
The Adjutant General