



JOIN THE CNRNW FFR TEAM!

Fleet & Family Readiness Programs

Supporting our military. Work that matters!



IT Specialist (Customer Support)-Helpdesk – RFT

Announcement Number: 24-12399306

Primary Location: CNRNW Region N9 Information Technology, Keyport, WA

Pay Range: \$22.00-\$25.00

Open: 04/25/2024-05/16/2024

WHAT YOU GET:

- Competitive Wages & Benefits
- Full Benefits package for Regular Full-Time and Part-Time employees begin DAY ONE (No waiting period)
- NAF Retirement Savings **AND** 401(k) plan will match up to 3% of your salary
- Access to base recreation centers, gyms, movie theaters, Navy Exchange, and discount travel through AmericanForcesTravel.com
- Global Career Opportunities – Fleet & Family Readiness Programs is a worldwide enterprise with opportunities to Navy Bases around the world
- Make a positive impact on the Military Community

WHAT TO EXPECT:

- Primary role of Tier 1 phone support and customer service for Command Navy Region Northwest.
- Assists the Manager of Information Systems in the implementation and maintenance of Fleet & Family Readiness Program (FFRP) information and point-of-sale systems.
- Maintains other FFRP specific application software and assists in coordination of desktop support issues with NMCI, the Department of Navy computer network administrators.
- Assists in training front line employees on both the operation and maintenance of the associated hardware and software systems associated with MIS/POS.
- Maintains an inventory of both hardware and software associated with FFRP applications. Conducts inventories for software and hardware, as requested.
- Provides direct support to the activity managers and end users by inputting and monitoring data collection and data functions in support of the application software programs.
- Maintains a tracking log for all workorder requests, related correspondence and action items and follows up to ensure a timely reply or action.
- Functions as on-site technician for FFRP software applications and hardware specific to those applications at primary area of assignment and in other areas as needed.
- Reports system failures and issues that cannot be resolved or restarted locally to the supervisor. Completes other work and duties as assigned.

WHAT YOU NEED TO KNOW:

- Knowledge of basic computer systems and design is required. A sound understanding of the pertinent characteristics of all Windows operating platforms is required.
- Knowledge sufficient to assist in the configuration of the POS/MIS and to advise and assist both management and staff on functional use is crucial.
- Knowledge of basic troubleshooting techniques and excellent customer service skills to sufficiently provide high-quality customer service support to all levels of users.
- Must possess a good understanding of the role of MWR and the other FFR Programs dependent on the MIS/POS systems. Some knowledge of NAF accounting, personnel, and procurement methodologies is highly desirable.

CONDITIONS OF EMPLOYMENT:

- Must meet Federal Employment suitability requirements and successful completion of background investigation.
- Employee must obtain and maintain certification(s) in accordance with DoD 8570.01-M, December 19, 2005 & subsequent policy updates within six (6) months of placement .

- A valid driver's license for travel between work sites is required.
- Employee may be called upon to assist customers with problems outside of regular business hours, including evenings, weekends and holidays.
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OTHER INFORMATION:

- Participation in the Direct Deposit/Electronic Fund Transfer within 30 days of employment is required.
- We utilize E-Verify to confirm selectee's eligibility to work in the United States. The Department of the Navy (DON) is an Equal Employment Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, national origin, religion, sex, age, mental or physical disability, genetic information, reprisal, marital status, political affiliation, sexual orientation, or any other non-merit factor.

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