

PRIVACY ACT STATEMENT 個人情報保護について

AUTHORITY: Executive Order 10450, 9397; and Japan Law Concerning Protection of Personal Information (Law No. 57 of 2003).

法令: 米国防行政命令 10450, 9397 ; 及び 日本法・個人情報の保護に関する法律 (平成 15 年法律第五十七号)

PRINCIPAL PURPOSES: To record Personal Information for the purposes of executing the business operations of the U.S. Forces, Japan and protection of human life, safety and property, NOTE: Records will be securely maintained in either an electronic or paper form.

主目的: 人間の生命、安全、財産の保護と在日米軍の業務の遂行を目的として、個人情報を記録する為。

注記: 記録は電子書式、もしくは書面にて厳重に保管されます。

ROUTINE USES: To maintain Personal Data accurately with the most up-to-date content to the extent necessary to achieve the stated Principal Purposes.

利用目的: 主目的の達成に必要な、最新で正確な個人情報を維持する為。

DISCLOSURE: Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of administrative actions.

情報開示: 個人情報の開示は任意ですが、要求された情報を提供しなかった場合、その後の手続きの妨げ、遅れ、あるいは中断となる事があります。

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TASK LIST

General: Serves as a customer service staff with responsibility for resolving moderate and complex customer problems.

Provides advice and assistance to customers; troubleshoots complex problems; provides support in a manner that minimizes interruptions in customer's ability to carry out mission critical activities.

Work with and receives direction and guidance from higher-graded IT Specialist in the development of new methods, unusual problems resolution, and implementation of system changes in the specialized field. Independently carries out projects and assignments which do not interfere other systems and users or impact were reviewed by leader or higher-graded specialists. Performs routine duties without detailed guidance from higher-graded specialist or supervisor.

Duties and Responsibilities:

1. Provides client level customer support services to an organization with customized application available over a network. Obtains detailed information and/or required technical data on the problems in order to respond immediately to the problem or to refer to other IT Specialists for corrective action. Provides guidance and assistant to resolve difficult hardware and software problems. Studies, researches, analyzes and determines the cause of failure and initiates corrective action.
2. Prepares operation procedures and recommends automated methods to better use of resources as needed. Completes installations, configurations, upgrades and troubleshoots hardware and software programs/applications utilizing the latest technological techniques and sources.
3. Logs each call into a collective database. For efficient and effective database maintenance, interprets problems, researches to identify root causes, solve constructively and communicates effectively with customers. Studies, analyzes and recommends on maintenance of database programs and procedures.
4. Responsible for informing customer of the open problem status in an effective and efficient manner. Ensures that the customer understands status and is cognizant of delays as well as progress.
5. Assists IT specialists, Repair Office and/or contractors in the installation of new LAN cable for development of the best path for the cable, running/pulling of the LAN cable, installation of connectors on the ends of cables, modification of the digital LAN maps, and trouble shooting LAN cable connectivity problems.
6. As a leader or a team member in special project assigned. The projects are for example but not limited to installation of new/upgrade applications (CAC, VTC, MS Office, etc), development of temporary but urgent workstation installations and set-up for deployed ship forces.

Certification Requirements

Per SECNAV manual 5239.2R, DoD 8570.01M, and based on position functional requirements, the incumbent must achieve and maintain the following certifications within six months after being assigned to the position:

- (1) Certification which qualifies for Information Assurance Workforce (IAWF) Information Assurance Technician (IAT) Level II or higher, such as CompTIA Security+.
- (2) Certification which qualifies for Computing Environment (CE) used by the position, as selected by the supervisor.