

# REGIONAL CYBER CENTER EUROPE

# WE ARE HIRING



## ▶ POSITION OVERVIEW

- Title: SUPERVISORY IT SPECIALIST (PLCYPLN)
- Pay Scale & Grade: GG-2210-13
- Salary: \$88,520 - \$115,079/ per year
- Work Category: Professional Work
- Work Level: Full Performance

## ▶ DUTY LOCATION

- Wiesbaden, Germany

“This position is a DoD Cyber Excepted Service (CES) personnel system position in the Excepted Service under 10 U.S.C. 1599f.”

## ▶ WHO CAN APPLY?

- U.S. Citizens, Federal Employees

## ▶ MAJOR DUTIES

- Serves as the Internal Services Branch Chief, Sustainment Division, USARCC-E, with the full authority, responsibilities, and duties of planning, managing, and directing USARCC-E programs, projects, and Business and Plans activities. Develops and executes concepts, programs, and plans; establishes priorities and requirements; and provides guidance and direction consistent with, NETCOM, ARCYBER, and Army objectives in support of EUCOM, AFRICOM, USAREUR-AF, IMCOM-Europe, and other assigned tenant organizations.
- Exercises responsibilities to integrate Command, Control, Communications, Computers, and Information Management (C4IM) and Defensive Cyberspace Operations (DCO) services requirements with business needs through service management processes
- Exercises responsibility to provide authoritative, technical and administrative assistance for all programs within area of responsibility including: Human Resources, Manpower, IT project management; capacity and infrastructure planning and programming; availability management; quality assurance/control; change and release management; configuration management; service level management; problem management; asset management; configuration management database (CMDB) management; incident management; continuous service improvement; service continuity management; information technology (IT) metrics; installation status reporting (ISR); acquisition and contract management; resource and asset (supplies and equipment) management; and training and career management.
- Supervises a multi-discipline staff responsible for providing technical, administrative, program management, and staff work involved in policy/planning of information technology (IT) services, logistical and business operations.

**ACCEPTING  
RESUMES**

**FROM  
04/24/2024  
TO**

**05/01/2024**



# QUALIFICATIONS & SPECIALIZED EXPERIENCE

To qualify based on your experience, your resume must describe one year of specialized experience that demonstrates the possession of knowledge, skills, abilities, and competencies necessary for immediate success in the position. Such experience is typically in or directly related to the work of the position to be filled. Specialized experience would be demonstrated by: providing technical or professional IT advice and recommendations to customers; evaluating the impact of business needs or changes on current IT policies; ensuring compliance with IT plans, policies, or architectures; and evaluating processes or procedures to identify opportunities to gain efficiencies.

The specialized experience must include, or be supplemented by, information technology related experience (paid or unpaid experience and/or completion of specific, intensive training, as appropriate) which demonstrates each of the four competencies, as defined:

(1) Attention to Detail - Is thorough when performing work and conscientious about attending to detail. Examples of IT-related experience demonstrating this competency include: completing thorough and accurate work independently, even in the most difficult or stressful situations; occasionally reviewing work completed by others.

(2) Customer Service - 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. Examples of IT-related experience demonstrating this competency include: resolving routine and non-routine problems, questions, or complaints; developing and maintaining strong, mutually supportive working relationships with customers; conducting evaluation of support to determine quality of services and customer satisfaction, and recommending procedural changes based on customer need or changes in policy and/or regulation.

(3) Oral Communication - 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. Examples of IT-related experience demonstrating this competency include: convincingly conveying complex information to customers; presenting thoughts that are well-organized and demonstrating confidence in the facts and ideas; adjusting style when working with individuals with different levels of understanding; using various methods to explain and convey information.

(4) Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations. Examples of IT-related experience demonstrating this competency include: solving complex or sensitive problems by developing and proposing strategic alternatives; identifying possible conflicts and shared benefits; helping team anticipate problems and identifying and evaluating potential sources of information; providing feedback and coaching to others to help solve problems; engaging appropriate stakeholders when developing solutions in order to understand and incorporate multiple perspectives and needs; evaluating the effectiveness of decisions and adjusting future decisions as appropriate.

## ADDITIONAL INFORMATION

- Appointment may be subject to a suitability or fitness determination, as determined by a completed background investigation.
- Must be able to obtain and maintain a SECRET security clearance.
- This position may require temporary duty (TDY) business travel up to 25% of the time.
- This position is in the Professional Category at the Full Performance level within the CES Occupational Structure.
- Male applicants born after December 31, 1959, must complete a Pre-Employment Certification Statement for Selective Service Registration.
- You will be required to provide proof of U.S. Citizenship.
- Direct Deposit of Pay is required.
- This is a(n) General Administration and Management Career Field position.
- Salary includes applicable locality pay or Local Market Supplement.
- When you perform a Civilian Permanent Change of Station (PCS) with the government, the Internal Revenue Service (IRS) considers the majority of your entitlements to be taxable. Visit <https://www.dfas.mil/civilianemployees/civrelo/Civilian-Moving-Expenses-Tax-Deduction/> for more information.
- Permanent Change of Station (PCS) allowances may be authorized, subject to the provisions of the Joint Travel Regulations and an agency determination that a PCS move is in the Government Interest.
- Recruitment or relocation incentives MAY be authorized for highly qualified candidates.

**DoD Components with CES positions apply Veteran's Preference to preference eligible candidates, as defined by Section 2108 of Title 5 U.S.C., in accordance with the procedures provided in DoD Instruction 1400.25, Volume 3005, "CES Employment and Placement". If you are a veteran claiming veterans' preference, as defined by Section 2108 of Title 5 U.S.C., you must submit documents verifying your eligibility with your application package.**

The United States government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service or other non-merit factor.

**SEND YOUR RESUME AND SUPPORTING DOCUMENTS,  
INCLUDING YOUR MOST RECENT SF-50 TO:  
[usarmy.wiesbaden.rcc-e.mbx.recruitment@army.mil](mailto:usarmy.wiesbaden.rcc-e.mbx.recruitment@army.mil)**

**SUBJECT LINE : JD610628**