

Secure Equipment Support Systems Technician – Scott AFB, Illinois

Required Clearance - TS/SCI

Job Description

Provides installation; maintenance and troubleshooting support of information systems applications and related peripheral hardware.

1. Monitors and responds to hardware and software problems utilizing a variety of hardware and software testing tools and techniques.
2. Installs and configures applications software and related hardware (such as desktops; servers; and related peripherals like printers; scanners; drives; monitors and video teleconferencing hardware).
3. Provides software and system troubleshooting and support.
4. Provides technical support and training to end-users.
5. Maintains current knowledge of relevant technology as assigned.
6. Participates in special projects as required.

Contract requires:

Provide deployable IIS technical support coverage from Scott AFB; IL for customer personnel employing deployable secure IIS equipment.

Perform IIS equipment testing; basic user training via telephone and initial troubleshooting on deployable secure IIS equipment listed including GRRIP; Iridium phones; Secure Global System for Mobile Communications (GSM) phones; and similar secure equipment. User training and equipment troubleshooting support will be performed at Scott AFB; either via telecom with the user or at Scott AFB when equipment is returned for repair.

Perform intermediate level troubleshooting on these systems to complete mission essential duties.

Perform GRRIP testing and provide account management for GRRIP users. Provide personnel updates for created checklists for GRRIP users. Document GRRIP testing when performed locally.

Assist customer personnel in tracking GRRIP testing by field units using provided tracker.

Education

Associates Degree in a related technical discipline; or the equivalent combination of education; technical certifications or training; or work experience.

Qualifications

1-3 years of directly related experience supporting information systems operations.

Contract requires:

Must be proficient in the operation; preemptive maintenance and troubleshooting of secure IIS devices used for remote/reach back communications including GRRIP; Iridium phones; Secure Global System for Mobile Communications (GSM) phones; and similar secure equipment which may be added to equipment inventory.

Candidate should have knowledge of DoD deployable communication systems; specifically GRRIPs as well as Cisco Adaptive Security Appliance (ASA) devices and Communication Security (COMSEC) equipment such as SECNET-54; KG 175s and KG255s.

Must have a minimum of Information Assurance Technical (IAT) II level Department of Defense (DoD) 8570 certification. (Security+ CE)