

POSITION DESCRIPTION
INFORMATION TECHNOLOGY (CUSTOMER SUPPORT)
GS-2210-11

I. INTRODUCTION

The Information Technology (Customer Support) (C4 Systems, Services and Resources Coordinator) is located in the Communication Section (S-6) of the Marine Raider Support Group (MRSOG), U.S. Marine Corps Forces Special Operations Command (MARSOC) at Camp Lejeune, North Carolina. The mission of MARSOC is to train, organize, equip, and when directed by the Commander, U.S. Special Operations Command (USSOCOM) to deploy task organized, scalable, and responsive U.S. Marine Corps special operations forces worldwide in support of combatant commanders and other agencies. MARSOC is one of four components of USSOCOM. The Commander, MARSOC is a U.S. Marine Corps Major General (O-8) and reports to the Commander, USSOCOM (O-10). In this capacity, the Commander exercises command over a force of approximately 3,200 active duty personnel from the U.S. Marine Corps, U.S. Navy, U.S. Army, U.S. Air Force and more than 200 federal civilian employees.

MRSOG is a subordinate command to MARSOC, one of four components of U.S. Special Operations Command (USSOCOM). The Commanding Officer of MRSOG is a Colonel who reports directly to the Commander, MARSOC. In this capacity, the Commanding Officer, MRSOG exercises command over a force nearly 1,500 active duty personnel from both the U.S. Marine Corps and the U.S. Navy.

The practical application of communications technologies and services is performed by all echelons within MARSOC, especially as it applies to Special Operations Forces (SOF). The incumbent will provide the critical continuity required to properly coordinate information technology (IT) end item and service delivery to include prototype testing and new equipment training resulting in the proper equipment ending up in the hands of the warfighter with minimal delay and proper training. As the MARSOC Garrison and Tactical Information Environments converge, responsibilities formerly applicable only in the garrison environment now include the operation IT networks connected through tactical assets as well.

The incumbent performs a wide variety of IT support activities that include garrison IT service operations and the supervision of a team of Marines in support of efforts thereof, systems and service analysis, systems performance monitoring, acquisition, planning and policy development and implementation, IT project management, and oversight. The incumbent applies analytical processes for planning, design, acquisition, implementation and project management of existing and new systems, services and improvements. The incumbent is responsible for conducting extensive liaison with customers, internal and external organizations, and alerting management of emerging issues and concerns before during and after C4 service problems occur. This includes reporting and/or briefing mid and upper level management of the current situation, providing recommendations to resolve problems, timely assessment of customer impact, employment of available resources for optimal resolution, and responsive communications with senior and subordinate G-6/S-6 representatives to confirm and proactively maintain customer satisfaction.

SPECIAL REQUIREMENTS

1. This position is designated NONCRITICAL SENSITIVE and requires the incumbent obtain and maintain a SECRET Security clearance.
2. Travel of up to 10% may be required, or 1 week per quarter - to include weekend travel.
3. Incumbent is required to secure and maintain Defense Acquisition Workforce Improvement Act (DAWIA) certification, Level II, in the Information Technology and Program Management career fields.
4. As a member of the DON Civilian Cybersecurity Workforce, the incumbent is required to be trained and qualified per DODM 8140.01, or certified per DOD 8570.01-M. The incumbent must maintain qualification by completing appropriate continuing education.