

POSITION DESCRIPTION
INFORMATION TECHNOLOGY SPECIALIST (CUSTSPT)
IT Service Operations Manager
GS-2210-13

INTRODUCTION

This position is located on the staff of Commander, U.S. Marine Corps Forces Special Operations Command (MARSOC) at Camp Lejeune, North Carolina. MARSOC is one of four components of U.S. Special Operations Command (USSOCOM). MARSOC is commanded by a U.S. Marine Corps Major General and reports to the Commander, U.S. Special Operations Command (CDRUSSOCOM). He exercises command over a force of over 2,700 active personnel from both the U.S. Marine Corps and the U.S. Navy.

The MARSOC G-6's mission is to provide global network operations and computer network defense in order to facilitate seamless information exchange in support of Marine and USSOCOM forces operating worldwide. The MARSOC G-6 is the Marine Corps and USSOCOM nucleus for enterprise data network services, network support to deploying/deployed forces and elements, and technical development of network-enabled IT solutions on the Special Operations Forces Network (SOFNET), the Marine Corps Enterprise Network, and coalition and commercial networks.

The MARSOC G-6 is responsible for enterprise operations and defense of the Marine Corps portion of SOFNET to include NIPR, SIPR and TS/SCI enclaves. SOFNET provides the Corps with classified and unclassified connectivity to Department of Defense Global Information Grid (DOD GIG), the SOF Information Environment (SIE), and unclassified access to the global Internet.

From the G-6, personnel continuously (24x7) monitor SOFNET operations through an array of strategically positioned sensors to ensure the availability and security of the network. The AC/S G-6 is responsible for directing daily operations and defense of SOFNET against cyber-attack. This includes preventive actions, attack detection, and incident response to a rapidly increasing number of threats.

The MARSOC Information Services Coordination Center (ISCC) performs the required functions as the Command Service Desk, which ensures reliable management and delivery of IT services to MARSOC users and customers globally, serving as the single point of contact for user support, providing high quality and efficient support focused on restoring normal service that is guided by industry standard best practices. IT services include government, coalition, and commercial; wired and wireless; networked and dedicated; secure and unsecured; voice, video, and data and all other common workgroup devices including print, copy and scan. The MARSOC ISCC provides Command Information Technology Incident management and oversight, service request management, remote desktop assistance, customer service assurance, Tier 1 and Tier 2 customer support and technical support. The ISCC is located at RR400, Stone Bay, Camp Lejeune, NC.

This position serves as the Service Operations Manager located at RR400, Stone Bay, Camp Lejeune, NC. The work of the position involves planning for and managing the performance of customer support services to clients (internal and external) and ensure that service levels are achieved. The work of the position involves administrative and analytical duties related to computer networks and/or telecommunications with primary knowledge requirements of information management and knowledge management. This position is immediately accountable to Deputy AC/S G6, GS-14.

SPECIAL REQUIREMENTS

Position requires a TOP SECRET security clearance. DCOS requires favorable adjudication of a Single Scope Background Investigation (SSBI) or equivalent must be eligible and maintain eligibility for access to Sensitive Compartmented Information (SCI), based on DCID 6/4 (or ICD 704 once it is signed).

This position is a drug testing designated position under the DoN Drug-Free Workplace Program.

The incumbent may be required to work other than normal duty hours to meet project deadlines or to support users, which may include evenings, weekends, and/or holidays.

This position is identified as an Information Assurance Workforce (IAWF) billet; Security + certification is required within six months of employment per DoD directive 8570.01 and SecNav Manual 5239.2. Failure to obtain and maintain required certifications will be grounds for reassignment, demotion, or removal from the Federal Service.