
Air National Guard (ANG) Military Vacancy Announcement (MVA)
(Must be a current ANG member only)

2012-249C2

KNOWLEDGE OPERATIONS MANAGER

SSGT-MSGT

**(Must meet this rank requirement at closeout date)*

Closeout Date: 21 Sep 2012 Close of Business (COB)

**To view the most current application procedures/requirements, refer to the ANG Careers webpage at <http://www.ang.af.mil/careers/mva/procedures.asp>. Note: Email constraints limit the size of an application to 4 MB. If you do not receive an email confirmation within 24 hours of submitting a package please contact us immediately.

Headquarters ANG Title 10 2-4 years Statutory Tour at **NGB/A1 (Joint Base Andrews, MD)**. Must be Air Force Specialty Code (AFSC) **ANY**. Duties and Responsibilities: Directs the management of all information for the Recruiting and Retention Division. Responsible for overall administration and management of staff support: records management; information flow to include processing, controlling, and distributing mail, messages, suspense items, and correspondence. Manages a suspense tracker system to assure timely responses. Maintains all administrative functions for the Chief, ANG Recruiting and Retention Division to include: travel arrangements and vouchers, calendar maintenance, and scheduling. Performs alternate duties as the JASM and Internal Tasker Suspense Manager in addition to Content Manager for the AF Portal. Assists action officers and others in the procedural aspects of expediting the responsibilities, duties and functions of the Division. Reviews outgoing correspondence for proper format, conformance with general policy, procedural instructions, grammar, spelling, typographical accuracy, and necessary attachments. Oversees office files of correspondence, directives, regulations, and other required documentation. Ensures all documentation is in accordance with AF instructions, directives and office operating procedures. Receives incoming correspondence and other material: drafts replies to general inquiries; obtains clarification of any instructions; determines items of importance to the Chief, or staff elements and refers them as appropriate; establishes suspense controls and follows up as necessary. Schedules appointments, meetings and conferences. Makes travel arrangements, notifies organizations and officials to be visited, and submits reports as required. Maintains office supplies, equipment and forms for the directorate. Prepares a variety of correspondence, forms, letters, messages, reports, directives, and other communications utilizing word processing and other office equipment. Evaluates processes for handling correspondence, messages, suspended items, publications, forms and orders. Performs, supervises, and manages workgroup management tasks. Performs initial configuration and diagnostics of new systems. Installs, configures, and monitors system software operating systems and applications. Provides customer service to assist in operation, restoral, and configuration of information systems. Responds to trouble calls and isolates faults, determines causes, and recovers from malfunctions due to hardware, software, and communication failures. Removes and replaces line replaceable unit to restore system operation. Works with network control activities to resolve information system problems.

Monitors and manages information system security programs for physical and operational security requirements. Additional Duties as assigned.

Mandatory criteria as indicated in the MVA must be documented on the members report on individual personnel (RIP). If it is not indicated on the RIP, it is incumbent upon the applicant to ensure that the appropriate source documentation is provided with the application.

Must meet the above stated grade/rank requirement by closeout date of advertisement.

Member must have a Secret Clearance or an open investigation to apply for statutory tour positions.

Enlisted applicants who are higher grade than the highest grade for the advertisement must provide a statement of understanding with the application stating he/she is willing to be voluntarily demoted if selected for this position, IAW ANGI 36-2503, Paragraph 3.8.

Application for this MVA signifies agreement to the following statement, "I certify that, to the best of my knowledge and belief, all of the information in and attached to this application is true, correct, complete and made in good faith. I understand that false or fraudulent information on or attached to this application may be grounds for rejection or for release from statutory tour after I begin work, and may be punishable by fine or imprisonment. I understand that any information I give may be investigated."

Questions regarding this advertisement can be sent to hr.apply@ang.af.mil
