

Supplemental Qualification Statement (KSA's)

IT Specialist
Job Announcement Number: XXXXXXXXX

1. Ability to analyze, design, implements and update IT support systems to fully utilize state of the art hardware/software. (Describe environment and IT support hardware/software applications.)

Installing and maintaining hardware: I've determined the needs, directed procurement, installed and maintained the following computer hardware; IBM compatible PCs, IBM compatible laptops, DELL PowerEdge RAID 5 Servers, HP ProLiant 380 Servers, DLT Auto-Loader Tape Backup Units, HP LaserJet and Inkjet printers, VGA Analog monitors, 110/66 distribution panels, USB, SCSI and Parallel port scanners, Digital Cameras, PDAs, Kodak Thermal printers, MPEG Encoder/Decoders, built, installed and maintained CAT-5 cabling, managed the installation of multimode and single mode fiber-optic cabling. Installed and maintained Optical Converters (CAT-5 to optical). I've troubleshoot, removed and replaced defective PC power supplies, hard drives, floppy drives, sound cards, network cards, PCMCIA cards, SCSI Interface cards, IDE controller cards, CDRoms, CDRWs, DVD-RAMs, ZIP drives, motherboards, monitors, keyboards, mice modems and small computer related cabling and wiring such as RS-232. I've also received training on the EIA/TIA cabling standards via a CISCO class I have taken.

Installation and utilization of software packages: I've installed and troubleshoot the following software packages; MS-DOS, Windows 2000 and 2003 Professional, Windows 2000 and 2003 Advanced Server, Windows XP Professional, Office Professional 2000 and 2003, Visio, FormFlow, SQL, SharePoint Portal, VERITAS Tape backup Software, Adobe Writer Professional, Click to Meet Teleconferencing Software, Symantec Antivirus Corporate Server Edition, Norton Ghost, Microsoft Exchange, Remote Desktop Protocol, DameWare and configured Active Directory. Primary REMEDY Help Desk Software Administrator. Configured TCP/IP, POP3, IIS, DFS, SMTP, DNS, RIS, DHCP software. Maintained server integrity and vulnerability by using the DISA "Gold Disk" tool and National Security Agency (NSA) Security Checklists. I've corrected findings identified by "Retina" Network Security Scanner Software. I've submitted, monitored, and managed help desk cases via PVSC Tracker, REMEDY, MAGIC and CA UniCenter Service Desk Software. I've also installed software upgrades and security patches.

2. Knowledge of hardware/software solutions for database spreadsheet, and graphics in support of information and document imaging, storage, retrieval, and presentation. (Describe examples of hardware/software and the methods by which information was presented, i.e., video, audio, photographic.)

Utilization Of Software Packages: I've used the following software packages; MS-DOS, Windows 2000 and 2003 Professional , Windows 2000 and 2003 Advanced Server, Windows XP Professional, Office Professional 2003, TCP/IP software suite; TCP/IP, POP3, SMTP, DNS,

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DHCP. I've also used Visio, FormFlow, SQL, VERITAS Tape Backup Software, ProComm Plus, Adobe Writer Professional, Symantec Antivirus Corporate Edition, Norton Ghost, RIS, digital camera, scanner and PDA software, Microsoft Exchange Server 2003.

I've used PowerPoint in my weekly "Staff Meetings" with the Squadron Commander and visiting VIPs to show my Infrastructure work centers recent activities and to embed AVI graphics of Predator Hellfire shots into the PowerPoint slides. I've used Word to create "Infrastructure Customer User Guides" to help end users use their PCs and network (print servers, file servers, etc.) effectively.

All data was maintained on our file servers and all PCs and Laptops were configured by myself or personnel in my work center to have the ability to log onto the network and retrieve the data from any room in our squadron building via CAT-5 connections.

- 3.** Ability to solve day-to-day problems arising in the management of IT support systems. (Describe examples of various systems used and methods used to troubleshoot those systems.)

Troubleshooting and maintaining hardware: In previous military assignments I've troubleshot the following computer hardware; IBM compatible PCs, DELL PowerEdge RAID 5 Servers, IBM compatible laptops, HP LaserJet and Inkjet printers, VGA Analog monitors, CAT-5 style distribution panels, USB, SCSI and Parallel port scanners, Digital Cameras, PDAs, Kodak Thermal printers, MPEG Encoder/Decoders, built, installed and maintained CAT-5 cabling, managed the installation of multimode and single mode fiber-optic cabling. I've maintained Optical Converters (CAT-5 to optical). I've troubleshot, removed and replaced defective PC power supplies, hard drives, floppy drives, sound cards, network cards, PCMCIA cards, SCSI Interface cards, IDE controller cards, CDROMs, , CDRWs, DVD-RAMs, ZIP drives, motherboards, monitors, keyboards, mice modems and small computer related cabling and wiring such as RS-232. I've also received training on the EIA/TIA standards via a CISCO class I have taken.

The above hardware was troubleshot by a variety of methods. Network connectivity issues were troubleshot via TCP/IP utilities such as "ping" or "tracert". Network hardware faults were troubleshot via error indicators on the equipment, network cabling faults were troubleshot with Cabletron Cable testers and Fluke One Touch Network Protocol Analyzers. PC workstation and server faults were troubleshot via methods I've perfected over the last 15 years of PC/workstation usage I've had.

- 4.** Ability to communicate orally. (Who was your audience and what information was presented?)

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In my last job in the USAF I had to give briefings on my Infrastructure work center activities during weekly "Staff Meetings" to my squadron commander and senior staff. I was also the person everyone called on when VIPs would come to visit and they needed to be briefed on the network topology, this included the Predator UAV video dissemination topology as well. On more than one occasion I've not been notified of upcoming briefings or VIP visits and have had to give "impromptu" briefings and speeches on our classified network and Predator video dissemination capabilities. In my previous assignment in Australia I was Squadron Safety NCO, so I had to research and give monthly speeches and/or briefings on Safety related topics to the entire squadron (Ask me about poisonous Australian reptiles). A good portion of my "troubleshooting" a computer problem for my network users was simply tactfully explaining to them how to properly use their computers and software.

In the four different management courses I have taken during my career I've had to give impromptu speeches and prepared speeches and then be graded on them, all of which were graded well.

5. Ability to communicate in writing. (Describe written communication, i.e., correspondence, reports, manuals, instructions. Explain how they were used, who the audience was, and the type of environment.)

Of my 20 years in the military only 5 years were not in some type of supervisory position where I was creating work schedules, performing verbal and written feedback reports and writing personnel evaluations. The most people I have ever supervised was when I was the manager of a Maintenance work center for an IBM mainframe which at one time had 25 personnel in it. I have written "Letters of Recommendation", "Achievement Medals" and "Commendation Medals" on well deserving people who have worked for me. I have also written "Letters of Counseling" and "Letters of Reprimand" on those below me who did not meet standards. I've had to create manning matrixes to justify the number of personnel in my work centers showing the number of hours of work, tasks they performed and the customers they performed the tasks for.

In two previous assignments I've written detailed "Quick Reference Listings" to be used by maintenance personnel to quickly isolate and resolve faults in computer equipment and long haul data circuits.

I've also written "After Action Reports" on various military exercises that I've participated in, giving the "IT" take on things.

I've had to write detailed budget proposals for the Infrastructure needs of a flying squadron of 240 personnel.

In my Australian assignment since I was the manager of the work center I was the "point man" in the writing of the proposal to upgrade of our aging IBM 3033 mainframes to the more

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reliable and supportable IBM 4381 computer systems. My shop saved \$363,000 annually with this upgrade once it was accomplished.