

JOB DESCRIPTION

JOB TITLE: Information Assurance Technician (IAT) Level II

SUPERVISOR: Site Manager

PURPOSE OF POSITION

Ensure proper operation, certification/accreditation, and Cyber Security adherence of all computer assets used in the delivery of courseware.

MINIMUM QUALIFICATIONS

Education: High School Degree required, Associate's/Bachelor's degree preferred.

Training and Experience: Qualified as Information Assurance Technician (IAT) Level 2 (Security+ CE) in accordance with DoD Directive 8570.01. Must have 2+ years of Information Assurance experience and be familiar with DIACAP Certification and Accreditation process. Must have Windows Operating Systems experience.

General Skills: Possess personal computer hardware/software maintenance and Help Desk experience. Must possess good oral and written communications and interpersonal skills.

Computer Skills: Microsoft Office, Word, Excel, PowerPoint and Adobe; Windows Server 2012, Microsoft SQL Server, Windows 10.

Security Clearance: Secret Clearance required. Ability to obtain/maintain Top Secret/SCI with access to Special Access Programs (SAP).

DUTIES AND RESPONSIBILITIES

- Perform scheduled and unscheduled preventive maintenance on training delivery system, development system, electronic classroom (ECR), and learning resource center (LRC) hardware.
- Operate, monitor usage, maintain, and properly dispose of and replace training delivery system hardware.
- Troubleshoot delivery system performance issues.
- Procure, install, and integrate delivery system upgrades.
- Recommend upgrades to delivery system software applications.
- Recommend software upgrades for production of training content changes.
- Maintain the learning management system and training management system.
- Recommend software and hardware capabilities to increase training device efficiency and effectiveness.
- Present training to managers, administrators, staff, instructors, and students on how to use the learning, training, or content management system.
- Resolve computer, printer, and networking issues.

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Effective: 12/01/10
Revised: 07/31/13

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- Track and report Software end of life dates and report monthly.
- Install and integrate software updates/upgrades/replacements for O/S, Server O/S, production software, LMS, Databases, and all other installed or required software into the current or refreshed LRC, ECR, and Network/Server/CPU Hardware as directed.
- Assist in ensuring courseware is compatible with and deliverable electronically after all installations of updates/upgrades/replacement software or refreshed LRC, ECR, and Network/Server/CPU Hardware.
- Conduct ECR/LRC/Network technical refreshes/upgrades as directed in accordance with local policies.
- Perform custodian duties for all IT equipment and training delivery system equipment to achieve effective parts standardization, parts and inventory management, and obsolescence management.
- Assist in duplication and distribution of media such as CD-ROM, DVD, etc.
- Ensure proper security procedures are followed when working with classified material.
- Assist with metric collection and provide inputs to required reports.
- Perform other incidental and related duties as required and assigned.

SUPERVISORY/MANAGEMENT RESPONSIBILITY

None

NOTE:

In filling a vacant position, preferred or required credentials regarding education, training, experience, skills, and other bona fide occupational qualifications may be established. The credentials shown in this job description may be interpreted only as the minimum criteria existing at the time the description was developed. Other bona fide occupational qualifications and criteria may be utilized as needed in the selection process.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirement of the job change.

The order of duties and responsibilities listed in this job description is not designed or intended to rank the duties and responsibilities in any order of importance relative to each other.