

GUIDE TO THE EVALUATION OF EDUCATIONAL EXPERIENCES IN THE ARMED SERVICES

OCCUPATION EXHIBIT

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MOS-25B-003

INFORMATION TECHNOLOGY SPECIALIST

25B30

25B40

25B50

Exhibit Dates: 7/14–Present.

Description

Summary: The Information Technology Specialist installs, operates and maintains computer systems and local area networks (LAN); performs system administration (SA) and maintains computers and servers within the computing environment (CE) and the network environment (NE); performs network administration (NA); installs, configures and maintains network equipment within the LAN; installs, operates, and maintains commercial off the shelf (COTS) equipment (i.e. routers, switches, desktop and laptop computers); provides SA to Tactical Battle Command Servers (TBC Server) in the tactical operations center (TOC); provides SA and direct support for Information Dissemination and Content Staging; performs Information Assurance (IA), provides the security services and attributes of availability, authentication, confidentiality, integrity and non-repudiation; Network Operations (NETOPS) Service Desk Management, which includes incident and problem processing, change request processing, availability management and user interaction; and assists in the planning, configuration, management, and monitoring of the wide area network (WAN).

Skill Level 30: The Information Technology Specialist assists in the planning and implementation of the units' computer life cycle program; develops and provides training to service support personnel, functional users and staff personnel in computer and information systems matters; and supervises NETOPS Service Desk. **Skill Level 40:** Able to perform the duties required for Skill Level 30; the Information Technology Specialist plans, supervises, coordinates, and provides technical assistance for computer systems and LAN; performs senior level NA functions as well as advance level CE support; assists in data system integration and provides support for the NE in unclassified and classified networks; manages accounts, network rights, and access to NE systems and equipment; manages operations in support of Information Dissemination and Content Staging; implements response actions in reaction to security incidents and supervises IA functions; plans and executes the unit level computer life cycle program; develops and provides training to staff personnel on computer and information technology (IT) matters; supervises and coordinates the development of the LAN in TOC and assists in the planning, configuration, management, and monitoring of the WAN; assists in the development of NETOPS policies and standard operating procedures (SOP); participates in the development of continuity of operations plan (COOP) and tactical standard operating procedures (TacSOP); briefs and advises staff and operational personnel on IT matters; coordinates high level or contractor support maintenance for assigned equipment; and supervises NETOPS Service Desk. **Skill Level 50:** Able to perform the duties required for Skill Level 40; the Information Technology Specialist supervises, plans, coordinates and directs the employment, operation and management of computer systems and LAN; provides senior level NA functions and data system integration at Division, Army, Joint, and National levels; provides technical and tactical advice to command and staff on IT matters; manages the operations in support of Information Dissemination and Content Staging; supervises IA functions (Division to Army, Joint, and National levels); plans the unit level computer life cycle program; develops and provides training to command and staff on computer and IT matters; supervises and coordinates the development of the LAN in the TOC and assists in the planning, configuration, management, and monitoring of the WAN; assists in the development of NETOPS unit level policies and SOP; participates in the development of COOP and TacSOP; performs duties as Senior Information Systems for Corps and Army levels; maintains IT operations; and coordinates high level or contractor support maintenance for assigned equipment.

Related Competencies

Introduction to project management topics include briefings, oral communication techniques, presentation skills, report writing, research, technical writing, and written communication skills. **Server administration** topics include active directory, group policy, Microsoft Exchange, security, SharePoint, SQL server, and troubleshooting. **Network administration** topics include

authentication, etherchannels, firewalls, network planning and design, port security, routing, and switches. **Communications** topics include briefings, Microsoft Office Suite, oral communication techniques, presentation skills, research, technical writing, and written communication skills. **Virtualization** topics include local area network management, solar winds, tools and utilities, virtual infrastructure, virtual local area networks (VLANs), virtual servers, and VMware. **Help desk technician** topics include communications, desk top support, documentation, hot-line support, incident management, operating systems, and troubleshooting. **Management** topics include controlling, leading, organizing, personnel management, planning, and quality assurance. **Applied leadership** topics include communication, conflict resolution, decision-making, ethics, mission, problem solving, and resource management. **Strategic management** topics include budgeting, forecasting, human needs assessment, long-range planning, resource allocation, strategic operations, and SWOT analysis. **Human resource management** topics include counseling, disciplinary actions, evaluations, policy and procedures, staff planning, training and development, and workforce diversity. **Project management** topics include budget forecasting, human needs assessment, milestone tracking, risk management and analysis, status reporting, SWOT analysis, and workload management.

Recommendation, Skill Level 30

In the lower-division baccalaureate/associate degree category, 3 semester hours in introduction to project management, 3 in communications, 3 in virtualization, 3 in help desk technician, 3 in server administration, and 3 in network administration (7/14) (7/14).

Recommendation, Skill Level 40

In the lower-division baccalaureate/associate degree category, 3 semester hours in introduction to project management, 3 in communications, 3 in virtualization, 3 in help desk technician, 3 in server administration, and 3 in network administration. In the upper-division baccalaureate degree category, 3 semester hours in management, and 3 in applied leadership (7/14)(7/14).

Recommendation, Skill Level 50

In the lower-division baccalaureate/associate degree category, 3 semester hours in introduction to project management, 3 in communications, 3 in virtualization, 3 in help desk technician, 3 in server administration, and 3 in network administration. In the upper-division baccalaureate degree category, 3 semester hours in management, 3 in human resource management, 3 in project management, 3 in strategic management, and 3 in applied leadership (7/14)(7/14).

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ACE occupation reviews are conducted by faculty currently teaching at appropriately accredited colleges and universities. Faculty teams analyze the official occupation standards and validate the duties and requirements through service member interviews to determine if the content, scope, and rigor of the experiential learning align to current postsecondary curricula. A minimum of 3 faculty evaluators must achieve consensus on credit recommendations. Please see [Faculty Evaluators - Home Page](#) for more information.

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