

## RESERVE EMPLOYMENT OPPORTUNITY

REO: O-53971 National Service Desk Analyst (3yr)..

Status: Open

Competition Closing Date: 12-JAN-2022

From: 4181 7 Comm Gp HQ

Subj: Class B Permanent Res Svc opportunity - 4181 7 Comm Gp HQ - MGEN GEORGE R. PEARKES BLDG 101 COLONEL BY DR, OTTAWA, ON, K1A 0K2, CA (Actual Employment Location: MGEN GEORGE R. PEARKES BLDG 101 COLONEL BY DR / 11 ST - Ottawa ON)

HRMS Position Number: 240345

Refs:

- A. CF Mil Pers Instr 20/04 - Administrative Policy of Class A, Class B and Class C Reserve Instruction
- B. DAOD 5023-2 - Physical Fitness Program
- C. MHRRP - Military Human Resources Records Procedures - Topic CI A, B,C Res Service
- D. CFIRP - Canadian Forces Integrated Relocation Program
- E. CFTDTI - Canadian Forces Temporary Duty Travel Instructions
- F. CANFORGEN 132/17 CMP 065/17 121312Z AUG 17, Identification of Official Languages Requirements for Primary Reserve Positions

1. 4181 7 Comm Gp HQ has a Class B Permanent for a Cpl/MCpl MOS ID/Occupation 00003-01 NCM, or 90000 ATR to commence on 01-FEB-2022 until 31-JAN-2025. Only personnel from the following Component/Sub-Component may apply for this position: Regular Force, Primary Reserve Force, Supplementary Reserve Force.

2. Essential requirements are as follows:

A. Rank: Cpl/MCpl

Suitable Pte(T) and WO's willing to relinquish their rank for the period of employment will be considered if no eligible Cpl/MCpl apply.

B. MOS ID: 00003-01 NCM, or 90000 ATR

Those that have ACISS (00362), Sig Op (00383), ATIS Tech (00109), Sig Tech (00385) or IS Tech (00394) experience is preferred.

C. Language: English essential

D. Security clearance: Secret

E. Health: BE MED/DENT FIT

F. Physical fitness: MUST BE PHYSICALLY FIT

G. Required experience and quals:

Course Remarks:

Members must have their DP 1 or equivalent completed

Competency Remarks:

Ability to communicate effectively both in writing and orally

Ability to adapt and maintain composure while performing sensitive task in dynamic environments

Members must have a willingness to learn service desk procedure, CAF network architecture and topology

Willing to learn a wide variety of technical skills;

H. Position requirements for regular force annuitants permit IAW CMP instruction 20/04: No (<http://cmp-cpm.mil.ca/en/policies/cf-mil-pers-instr.page>).

3. Secondary requirements of position, as apply:

Non-essential requirements include:

Experience using Microsoft Office and computers in general;

Excellent organizational ability and able to multi-task;

Demonstrate initiative, sense of responsibility, and a strong work ethic;

Must be able to effectively manage a high workload, stress deadlines, client inquiries, and unforeseen daily occurrences;

Demonstrates competent written and verbal communication skills including with senior officers and NCOs;

Be able to work in an all-ranks team, independently and with minimal supervision.

Experience/knowledge of ITIL foundations;

Experience with network monitoring applications;

Experience with EISTM application; and

Experience working in a call center

4. Basic description of duties:

IT National Service Desk Analyst is accountable to the DEFSOC

Network Monitoring at a national level

National Situational Awareness and Reporting

DEFSOC Incident Management Process Activation

Support Domestic and Deployed Operations

Providing 24/7/365 Support

Gateway into National Service Providers within and external to DND

Working with a playbook in order to perform national service desk functions.

Maintain effectiveness of technical systems and equipment;

Use initiative to suggest or improve section effectiveness;

Build and maintain cohesive teamwork environment;

Enterprise IT Network Operations support

Liaise with Information Technology Service Operations for escalation or resolution of tickets issues; and

Any other tasks assigned by the chain of command.

\*\*\*Specific training will be provided

Note that this position is shift work in 12 hour blocks. 14 day shift schedule followed by a 14 night shift schedule (as follows):

Day Shift hours 0600-1800

2 day shifts on

2 days off

3 day shifts on

2 days off

2 day shifts on

3 days off

Night Shift hours 1800-0600

2 night shifts on

2 days off

3 night shifts on

2 days off

2 night shifts on

3 days off

5. Rations, quarters, accommodations, and/or move of DHG and E:

A. Rations and quarters are available?: No

B. Member must live in service accommodation?: No

C. Member must live on the economy.

D. Move of DHG and E will be considered?: No

E. Other pertinent details:

If move of DHG and E is not considered for this employment opportunity, this means that the member is responsible to bear all costs associated with moving DHG and E to their new place of duty when the member is not from the local area. No travel, rations or accommodation expenses related to the move will be reimbursed. Ref: CANFORGEN 145/12 CMP 063/12 301435Z JUL 12  
If move of DHG and E is not considered for this employment opportunity, this means that the member is responsible to bear all costs associated with moving DHG and E to their new place of duty when the member is not from the local area. No travel, rations or accommodation expenses related to the move will be reimbursed.

6. Members of the Supp Res if eligible who wish to apply for this position may do so through SUPP RES STAFF at toll free number: 1-866-558-3566, Fax number: 1-613-992-1324, Email: DND.SuppRes-ResSupp.MDN@forces.gc.ca. Members of the P Res and Reg F if eligible who wish to apply for this position may do so through their home unit's Orderly Room. If eligible, members of the NAVRES/RCN PRL, who wish to apply for this position, may do so by submitting an e-mail through their chain of command before going to the appropriate career manager for action. If selected, members of the NAVRES/RCN PRL must receive an authorisation from NAVRESHQ prior to start employment; this will ensure careful review of position requirements and time to complete appropriate administrative action. If selected for an employment within RCN, members of all Commands must receive an authorisation from NAVRESHQ prior to start employment. All nominations must be submitted through the Monitor Mass Reserve Employment Opportunity (REO). NOMINATIONS NOT PROCESSED THROUGH REO WILL NOT BE CONSIDERED. Nominations must include the following:

- A. Contact information.
- B. Confirmation of whether or not member is in receipt of a pension under the CFSA attributable to REG F SVC.
- C. Any other pertinent info that should be considered by the employer (personal limitations affecting service performance, etc), including comments regarding any requirements for the position that may not be up to date in HRMS (such as language profile, physical fitness or medical) since initial screening for the POSN will be based on HRMS data. Sources documents will be required.
- D. CL C RES SVC IPC/IC calculation report results from HRMS (for CL C RES SVC opportunities only).

7. OPI: Civ Allen, Sean

Position: 241327 - TEAM LDR IT BUS LINE SUPP SERV  
Phone: 613-222-2949  
Email: sean.allen2@forces.gc.ca

8. Interviews: Only applicants considered suitable for the position will be contacted for interviews.

9. Remarks:

Statement on the Engagement of CFSA Part I Annuitants:

The Management Framework issued at VCDS 5323-1 (DGRC) 6 March 2012, which remains in force at this time, affords that annuitants in receipt of pension benefits under the CFSA Part I who endeavor to undertake a period of Reserve Force service in fulfillment of a requirement anticipated to last longer than one year shall rejoin and recontribute to the CFSA Part I under the terms of "Option 2" at para 2.13 of CMP instr 20/04. This is the guiding principle on which an AFC decision was based and promulgated by the CDS at 5323-1 (D Res) 5 Mar 2012. Notwithstanding this guiding principle, certain circumstances may exist where an application may be made to VCDS requesting an exception which would permit engagement of a CFSA Part I annuitant under the terms of "Option 1" (maximum 330 days in any 365 day period).

CFSA Part I annuitants wishing to apply for this position with an expectation of being approved for service under the terms of "Option 1" as detailed in Para 2.13 of CMP instr 20/04 will only be considered:

- in cases where the position is currently vacant;
- in the absence of currently serving Reserve Force members not in receipt of benefits under CFSA Part I who apply;
- in the absence of currently serving Reserve Force members who are CFSA annuitants wishing to apply under the terms of "Option 2" who apply;
- where a reasonable effort has been made to fill the position using non-annuitants or annuitants under the terms of "Option 2;"
- where a defined operational impact, including activities that support the implementation of SSE pursuant to CANFORGEN 033/18, can be substantiated to the VCDS should the position remain vacant;
- where clearly-identified and expressed plan is articulated to remedy the need to use a CFSA Part 1 annuitant under the terms of "Option 1;" and
- where expressed written authority from the VCDS for a specific exception has been requested by the employing unit's L1 and received.

Note: The employing unit is responsible for requesting a specific exception through their L1 pursuant to direction at VCDS 5323-1 (DDFP) 7 September 2017 – Management Framework Update – CFSA Annuitants – Fulltime Reserve Service. Approval from VCDS must be received prior to recommending an applicant to the Class "B" or "C" Reserve Service Approving Authority (DRSM).