VIRTUAL OPERATIONS SUPPORT TEAM MEMBER

RESOURCE CATEGORY	Communications
RESOURCE KIND	Personnel
OVERALL FUNCTION	The Virtual Operations Support Team (VOST) Member completes missions for the VOST
COMPOSITION AND ORDERING SPECIFICATIONS	1. This position can be ordered as a single resource. 2. Discuss logistics for deploying this position, such as working conditions, length of deployment, security, lodging, transportation and meals, prior to deployment 3. This position typically is not deployed to the field and works under the supervision of a VOST Leader; this position works from remote locations, checks in to a mission with the team leader and tracks time while working in conjunction with deployed missions 4. This position typically works 12 hours per shift, is self-sustainable for 72 hours and is deployable up to 14 days

Each type of resource builds on the qualifications of the type below it. For example, Type 1 qualifications include the qualifications in Type 2, plus an increase in capability. Type 1 is the highest qualification level.

COMPONENT	SINGLE TYPE	NOTES
DESCRIPTION	The VOST Member: 1. Participates under the supervision of a VOST Leader 2. Monitors and filters social media 3. Uses keywords, geographic coordinates and Boolean math to specify search results 4. Conducts research of the affected incident location to determine where the local community communicates on social media 5. Contributes to social listening reports 6. Completes other tasks and missions as assigned 7. Compiles and coordinates team information; relays information and escalation recommendations to the VOST Leader as necessary	Not Specified
EDUCATION	Not Specified	Not Specified
TRAINING	Completion of the following: 1. IS-42: Social Media in Emergency Management 2. IS-100: Introduction to the Incident Command System, ICS-100 3. IS-200: Basic Incident Command System for Initial Response, ICS-200 4. IS-700: An Introduction to the National Incident Management System 5. IS-800: National Response Framework, An Introduction	The National Incident Management System (NIMS) Training Program defines a national baseline to guide and promote NIMS training. It provides recommendations to assist Authorities Having Jurisdiction (AHJ) in developing their own training plans, tailored to their specific needs
EXPERIENCE	Knowledge, Skills and Abilities 1. Understanding of basic social media platforms, including short messaging, large community and picture- or video-based platforms 2. Ability to adapt quickly and learn other social platforms during the scope of a mission Experience One year of demonstrable experience using or monitoring social media	Not Specified

COMPONENT	SINGLE TYPE	NOTES
PHYSICAL/MEDICAL FITNESS	1. Light 2. Is able to work while wearing appropriate Personal Protective Equipment (PPE) 3. Maintains immunizations in accordance with current AHJ requirements	1. The NIMS Guideline for the National Qualification System (NQS) defines Physical/Medical Fitness levels for NIMS positions 2. PPE is mission specific and may vary by working environment; it includes protective footwear, protective clothing for skin exposure, eye and ear protection, respirators, gloves and masks
CURRENCY	Function in this position during an operational incident, planned event, exercise, drill or simulation at least once every five years	Not Specified
PROFESSIONAL AND TECHNICAL LICENSES AND CERTIFICATIONS	Not Specified	Not Specified

NOTES

1. Nationally typed resources represent the minimum criteria for the associated component and capability.
2. The VOST Member focuses on publicly available social media and online communications. This position does not engage in hacking-based behaviors or collection of data for investigation purposes.

REFERENCES

1. FEMA, NIMS 508: Virtual Operations Support Team
2. FEMA, NIMS 509: Virtual Operations Support Team Leader
3. FEMA, NIMS, October 2017
4. FEMA, NIMS Guideline for the NQS, November 2017
5. FEMA, National Response Framework, October 2019