VIRTUAL OPERATIONS SUPPORT TEAM MEMBER

RESOURCE CATEGORY	Communications
RESOURCE KIND	Personnel
OVERALL FUNCTION	The Virtual Operations Support Team (VOST) Member completes missions for the Virtual Operations Support Team
COMPOSITION AND ORDERING SPECIFICATIONS	1. This position can be ordered as a single resource. 2. 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

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-700: National Incident Management System, An Introduction	Not Specified
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 1. One year of demonstrable experience using or monitoring social media	Not Specified
PHYSICAL/MEDICAL FITNESS	Light	National Incident Management System (NIMS) Guideline for the National Qualification System (NQS) defines Physical/Medical Fitness levels for NIMS positions.

COMPONENT	SINGLE TYPE	NOTES
CURRENCY	Function in this position during an operational incident, planned event, exercise, drill, or simulation at least once every year	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 Guideline for the National Qualification System, November 2017