



U.S. Senate Sergeant at Arms Human Resources

Vacancy Announcement

POSITION:

INFORMATION TECHNOLOGY SPECIALIST

DEPARTMENT:

Process Management & Innovation (PMI)

REQUIREMENTS:

See attached Position Description

SALARY RANGE:

\$66,585 - \$99,876

CONTACT:

Human Resources
Office of the Sergeant at Arms
Room SH-142 Hart Bldg.

Fax Number: 202-228-2965
resumes@saa.senate.gov

POSTING DATE:

Tuesday, March 11, 2014

**DEADLINE FOR
APPLICATIONS:**

UNTIL FILLED

All applicants should submit a U.S. Senate Sergeant at Arms Application for Employment with a cover letter and current resume to the Human Resources Department.

VETERANS EMPLOYMENT OPPORTUNITY ACT

Hiring for this position is governed by the Veterans Employment Opportunity Act of 1998 ("VEOA"), as made applicable by the Congressional Accountability Act of 1995 ("CAA"). Pursuant to the VEOA, qualified applicants who are not current employees of the Office of the Senate Sergeant at Arms and who are disabled or who have served on active duty in the Armed Forces during certain specified time periods or in certain military designated campaigns ("veterans") may be eligible to receive a preference over non-veterans in hiring decisions. Family members of veterans may also be eligible to receive a veterans' preference if the veteran cannot claim his or her veterans' preference.

To be eligible for a veterans' preference, applicants must meet all of the requirements set forth in the VEOA and applicable regulations. Those eligibility requirements are summarized in the Application for Veterans' Preference, which is available at www.senate.gov/saaemployment.

If claiming a veterans' preference, an applicant must indicate that he/she is preference eligible on the application or resume and must submit a completed copy of the Application for Veterans' Preference along with the supporting documentation specified on that form. If the Office of the Senate Sergeant at Arms does not receive the Application for Veterans' Preference and supporting documentation by the closing date, the applicant's claim for a veterans' preference may be denied.

Applicants may obtain a copy of the Office's Veterans' Preference In Appointments policy by submitting a written request to resumes@saa.senate.gov.

Individuals who are entitled to a veterans' preference are invited to self-identify voluntarily. This information is intended solely for use in connection with the obligations and efforts of the Office of the Senate Sergeant at Arms to provide veterans' preference to preference-eligible applicants in accordance with the VEOA. An applicant's status as a disabled veteran and any information regarding an applicant's disability, including the applicant's medical condition and history, will be kept confidential and will be collected, maintained and used in accordance with the Americans with Disabilities Act of 1990, as made applicable by section 102(a)(3) of the CAA, 2 U.S.C. §1302(a)(3). An applicant who declines to self-identify as a disabled veteran and/or to provide information and documentation regarding his/her disabled veteran's status will not be subjected to an adverse employment action, but the individual may be ruled ineligible for a veterans' preference.



INFORMATION TECHNOLOGY SPECIALIST

NATURE OF WORK

This is technical and professional work designing, installing, configuring and supporting information technology systems, programs and networks. Work is performed under the general supervision of an immediate supervisor who reviews work for results achieved.

EXAMPLES OF WORK

(This list is not absolute or restrictive, but indicates approximate duties and responsibilities which may be redefined pursuant to operational needs.)

- Installs, customizes, enhances, troubleshoots and maintains hardware, software and networking systems; monitors, evaluates and resolves systems, applications or communications performance problems; initiates corrective action when defects are reported.
- Provides technical support for hardware, software and network systems to the users and other technical staff; facilitates problem identification and resolution.
- Analyzes new hardware, software or networking systems and releases for their impact.
- Monitors LAN/WAN operations and solves LAN/WAN applications problems; installs, integrates, customizes, enhances, troubleshoots and tests LAN hardware and software.
- Maintains and troubleshoots mainframe, client/server and local and wide area networks (LANs and WANs).
- Conducts acceptance and integration testing; assists vendor systems implementation by troubleshooting related system issues such as mail systems, Internet/intranet, and network problems affecting Senate users.
- Analyzes, designs, develops, implements, and maintains applications to meet the needs of Senate users; assists with product evaluations and product implementation.
- Assists in installing, upgrading and maintaining databases; assists in developing, testing and implementing database store procedures, functions, triggers, views and packages.
- Assists in installing, customizing, testing, configuring and maintaining operating and network systems and software platforms; assists in monitoring, evaluating and resolving hardware/software configuration system performance problems; installs, customizes and monitors servers and network administration software; investigates and resolves problems of mainframe, server or LAN system outages and inefficiencies; performs back-up and recovery on all software; installs, customizes and maintains third party software on MVS and open operating systems such as UNIX, Windows 9x and NT.



- Installs, customizes, maintains, troubleshoots and monitors software and hardware products for Internet and intranet applications; assist users with technical issues/problems relating to the Internet and intranet; assists in developing Websites.
- Develops and provides technical briefings for staff on new services and system components; provides technical support and training to users of installed software.
- Attends training workshops, product demonstrations, conferences, technical briefings and conventions; stays abreast of technology changes.
- May perform after-hour and weekend support.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work requires extended periods of confined seating and hand-eye coordination working with computers. Work exposes the incumbent to a number of time-sensitive technical issues that require immediate resolution. Some positions may require providing on-call technical support.

MINIMUM QUALIFICATIONS

Work requires a Bachelor's Degree in computer science or a related technical area and three to five years of system, network, application design, development and maintenance and support experience; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

- Knowledge of information technology software, hardware and network communication technology and protocols.
- Knowledge of programming principles.
- Knowledge of relational database structure, design and administration (required for some positions).
- Knowledge of Web page creation and design, HTML and GCI and data communications software (required for some positions).
- Ability to analyze, evaluate, troubleshoot and resolve system hardware, software or networking related problems.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

None.

U.S. Senate - Information Technology Specialist

The United States Senate is seeking an Information Technology Specialist, which requires a Bachelor's Degree in computer science or a related technical area, and three to five years of relevant information technology experience; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

Position Requirements:

- Experience with Microsoft Windows desktop and server operating systems.
- Experience with Apple Macintosh operating systems and related technologies.
- Experience in conducting application and OS critical security patch testing.
- Experience managing and maintaining a multifaceted technology lab environment including lab network and assets.
- Must possess excellent written and oral communication skills; must be able to clearly communicate complex technical concepts to both technical and non-technical audiences. Writing sample may be requested in advance or during the interview process.
- Knowledge of information technology platforms, hardware, software, and network communication technologies and protocols.
- Knowledge of technology industry trends and emerging technologies.
- Ability to plan and conduct information technology evaluations based on defined criteria and requirements.
- Ability to analyze, evaluate, troubleshoot, conduct regression testing and resolve complex and critical system and networking related problems.
- Some experience with Microsoft applications and services such as Active Directory, DNS, Exchange, Activesync, SQL, Lync and SharePoint desired.

This is professional work implementing and supporting information technology systems, programs and networks. The incumbent may be called upon to research and resolve issues escalated by other support groups, as well as contribute to a long-term strategic direction for Senate technology. The successful applicant must be effective working in project teams and capable of working independently, while managing multiple projects and tasks simultaneously. This position requires excellent analytical and technical skills, the ability to learn new technologies, and effective verbal and written communication skills. Work is under the general direction of an Information Technology Manager or other immediate supervisor.

NOTE: This position and duty station is based in Washington, DC. The US Senate will not pay relocation cost.