

## 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](http://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](mailto: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.



## CUSTOMER SUPPORT ANALYST

### NATURE OF WORK

This is responsible professional work providing office automation and information technology services to Senate offices. The work includes assessing customer needs and coordinating efforts to ensure requests are being fulfilled in a timely and efficient manner. Work is performed under the general supervision of the Customer Support Manager.

### EXAMPLES OF WORK

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

- Represents or markets the Sergeant at Arms services to the Senate offices.
- Consults with Senate office management staff regarding the most efficient use of office automation, including communications, document reproduction and transmission, and general office equipment.
- Analyzes functional operations, procedures and work flow in Senate offices to determine how office technology might improve efficiency and productivity; participates in the design and enhancement of office equipment and systems.
- Provides a variety of assistance to users with regard to problem solving, troubleshooting, testing new equipment and systems, preparing statements of requirements for equipment, budget, training, etc.

### PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in an office environment requiring no exceptional physical demands.

### MINIMUM QUALIFICATIONS

Work requires a Bachelor's Degree in communications, information technology or a related field, and one to three years of professional experience in office automation or information systems management; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

- Knowledge of various systems, software and equipment related to communications and information technology.
- Knowledge of general office practices and procedures.
- Ability to assess user needs and to plan and coordinate activities to meet those needs.
- Ability to solve complex technical problems related to automated information systems.



- Ability to communicate effectively, both orally and in writing.

**LICENSES, CERTIFICATION AND OTHER REQUIREMENTS**

None.

*The statements contained herein reflect general details necessary to describe the principal functions of this class, knowledge and skill typically required and the physical demands and working conditions, but should not be considered an all-inclusive listing of work requirements.*