

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.



SENIOR NETWORK OPERATIONS SPECIALIST

NATURE OF WORK

This is senior-level, technical work leading the monitoring, troubleshooting and resolution of Senate data and voice network issues. The position requires knowledge of authentication and access control systems in order to perform the duty of provisioning access services for the Senate community. Work also involves serving in a lead capacity in monitoring network alarms, security, network events, and analyzing data traffic via the network management systems. Work is performed under the general direction of a 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.)

- Serves as team leader in identifying, monitoring and analyzing data network activity, and resolving technical issues.
- Acts as a liaison between Network Operations and other SAA divisions, vendors and other legislative agencies; leads discussions on proposed changes to the network systems and/or application components; determines the impact on existing networks; ensures proper transition of new products.
- Administers a variety of network management tools and services to proactively prevent or limit outages.
- Leads and oversees the configuration, upgrade, move, and administration of network management systems and network components.
- Manages and supports state office networks, network equipment, and connections.
- Trains/cross trains fellow employees on network operations process, procedures, and system technology.
- Performs various tasks related to security support on all network systems.
- Responds to, analyzes, tracks, and resolves escalated network trouble calls.
- Provides on call support.
- Provides disaster recovery support for the Senate network infrastructure.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work requires confined sitting for long periods of time, operating a keyboard and mouse, bending, crawling, standing, and lifting items up to 25 pounds. May occasionally work evenings or weekends to resolve problems or handle incidents.



MINIMUM QUALIFICATIONS

Work requires a Bachelor's Degree in computer science, information technology or telecommunications, or a related field, and five to eight years of work experience in an operations support environment; or any equivalent combination of education and experience that provides the following knowledge, skills, and abilities:

- Knowledge of internetworking.
- Knowledge of dynamic routing protocols and static routing.
- Knowledge of switching configurations and technologies.
- Ability to operate network monitoring and analysis tools.
- Ability to plan, schedule, and coordinate studies, special projects and assignments.
- Ability to analyze, troubleshoot, and resolve complex network problems.
- Ability to communicate effectively.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

A security clearance may be required.

Cisco Certified Certificate (CCNA, CCNP) preferred.

The United States Senate is seeking qualified candidates for a **Senior Network Operations Specialist** position. This is professional work performed under the general supervision of the Network Operations Center Manager, supporting an enterprise-class data networking environment encompassing campus and wide-area solutions. The Senate is looking for qualified candidates who seek the opportunity to work in a technically challenging environment and can demonstrate continual progression in data networking technologies.

The position supports the daily operations of the Senate's campus and wide-area data network environment. Responsibilities include problem resolution, fault and performance monitoring, and representing the interests of the Network Operations Center on short and long-term projects. Candidates are expected to have proficient technical skills in the following areas:

- Wide-area networking
- Routing and switching
- Network management
- Remote access
- Firewalls
- Load-balancers
- VPN

Additional experience in the following areas is a plus:

- DNS/DHCP
- Virtualization
- IP Telephony (VoIP)

The position is targeted at individuals with a strong ability to work within a team-oriented environment in supporting daily operational responsibilities, as well as an ability to work independently on short-term projects and escalation tasks.

Mandatory Requirements:

- Bachelor's degree and/or equivalent relevant work experience
- A minimum of 5 years in supporting data network technologies
- Experience working in an operations center environment
- Excellent communications skills (oral and written)
- On-call responsibilities on a rotational basis during non-business hours

Employees with the United States Senate, Sergeant at Arms enjoy generous amounts of paid time off, federal retirement plan, a Student Loan Repayment program, free parking or transit subsidy, a choice of an ample variety of health, dental and vision plans, flexible spending accounts, training opportunities, and life insurance.

Note: U.S. Senate cannot pay moving or interview expenses.